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A survey of library service in Vermont, financed with Library Services and Construction Act funds, was conducted in two parts: (1) an examination of the procedures used by the Free Public Library Service in its role as the focus of interlibrary cooperation in Vermont and an evaluation of library resources in the state and (2) an evaluation of procedures used in providing library services to the blind and physically handicapped. The study was limited to an analysis of administrative and functional procedures and an investigation of the feasibility of centralized book processing. Sources of data were interviews with a sample of Vermont librarians and contacts with services for the handicapped. Recommendations for interlibrary cooperation include: a state-wide library network, a streamlined system of interlibrary loan, computerization of the Union Catalog, changing the bookmobile program to a direct service unit, and eventual provision of a centralized book processing service. Suggestions for service to the handicapped emphasize a single local library agency serving both handicapped and non-handicapped readers and long-term plans for the Free Public Library Service to establish its own library for the handicapped. Cooperation among New England library systems is also proposed. Appendixes include survey questionnaires and responses. (Author/JB)

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A Plan for Library Cooperation in Vermont

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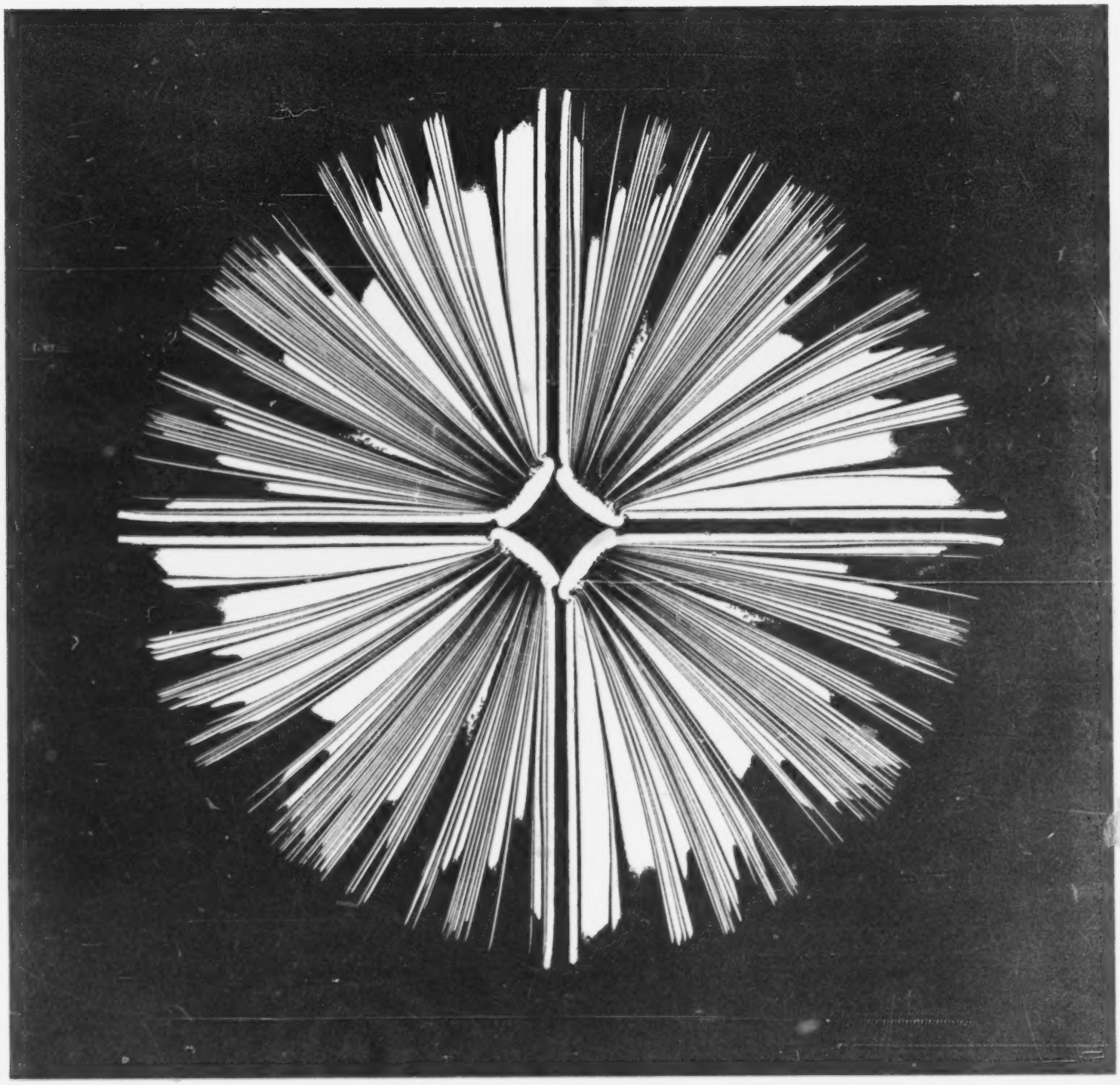

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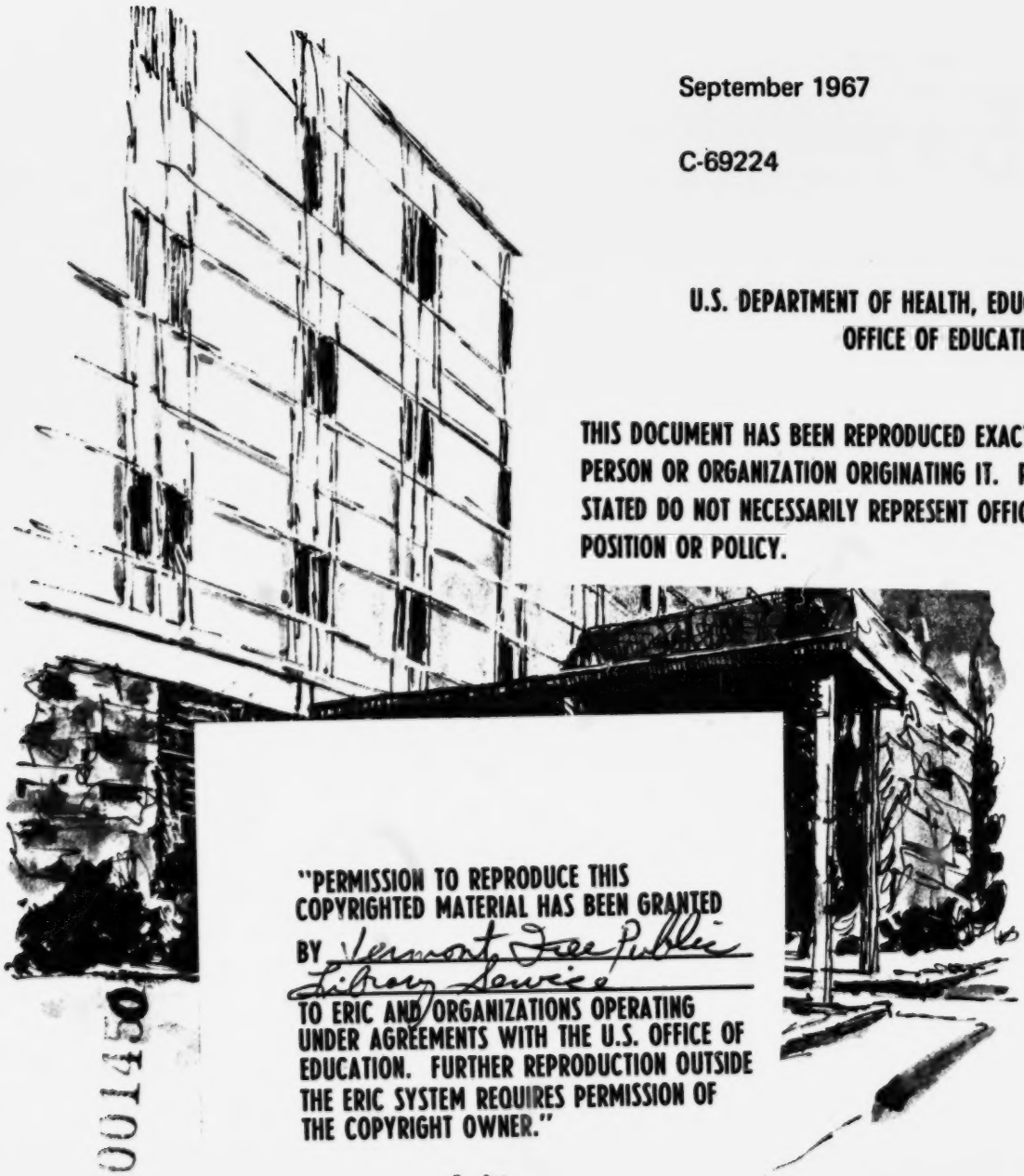
A PLAN FOR LIBRARY COOPERATION IN VERMONT

Report to

THE VERMONT FREE PUBLIC LIBRARY SERVICE



September 1967

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TABLE OF CONTENTS

	Page
List of Tables and Figures	v
SUMMARY	1
A. PURPOSE	1
B. SCOPE	1
C. APPROACH	2
D. CONCLUSIONS AND RECOMMENDATIONS	3
I. INTERLIBRARY COOPERATION	7
A. RESEARCH METHOD	7
B. OVERVIEW OF VERMONT LIBRARIES	8
C. THE VERMONT LIBRARY NETWORK	16
D. INTERLIBRARY LOAN PROCEDURES	19
E. AUTOMATION OF THE UNION CATALOG	28
F. BOOKMOBILE SERVICE	30
G. RESOURCES	31
H. BUDGET AND STAFF	31
I. CONCLUSION	33
II. SERVICE TO THE HANDICAPPED	34
A. PRESENT SITUATION	34
B. RECOMMENDATIONS	39

TABLE OF CONTENTS (Continued)

		Page
III.	A NEW ENGLAND LIBRARY NETWORK	45
	A. NEED	45
	B. PRELIMINARY REGIONAL CENTER	46
	C. EXPANDED REGIONAL CENTER	46
	D. ORGANIZATION AND FUNDING	47
APPENDICES		49
	A. VERMONT LIBRARY STATISTICS	51
	B. LIBRARIES SELECTED FOR INTERVIEWS	59
	C. LIBRARY SERVICE QUESTIONNAIRE AND INTERVIEW QUESTIONS	61
	D. STATISTICAL SUMMARY OF QUESTIONNAIRE RESPONSES	75

LIST OF TABLES AND FIGURES

Table No.		Page
1	Classification of Libraries Studied	9
2	Accelerated System for Interlibrary Loans Using Presently Available Communication Facilities	25
3	Budget for Changes in ILL	32
4	Statistical Summary of Special Materials Users and Circulation in Vermont	35
5	Vermont Residents Eligible for the Services of a Regional Library for the Handicapped	37
6	Budget for Changes in Special Library Services to the Handicapped	42

Figure No.		
1	Regional Libraries and Proposed Area Resource Centers	18
2	Flow Chart Showing Steps Required in Vermont Interlibrary Loan Procedure	21
3	Flow Chart Showing Recommended Near-Term Changes in Vermont Interlibrary Loan Procedure	23
4	Flow Chart Showing Recommended Long-Term Changes in Vermont Interlibrary Loan Procedure	23
5	Present ILL System	26
6	Revised ILL System Involving the Addition of Teletypes to All Libraries With a User Index Over 1 Million	27
7	Future ILL System Involving Revised ILL System Plus The Union Catalog Printed in Book Form in Each Library	29

SUMMARY

A. PURPOSE

In the spring of 1967, Arthur D. Little, Inc. (ADL) was asked by the Free Public Library Service in Montpelier to conduct a special two-part survey of library service in Vermont. This study was financed under Title III (Interlibrary Cooperation) and Title IV-B (Library Services to the Handicapped) of the U.S. Library Services and Construction Act of 1966.

Under Title III, we have examined the methods and procedures used by the FPLS in its role as the focus of interlibrary cooperation throughout Vermont. The purpose of this study has been to evaluate the library resources available in the State of Vermont and to suggest procedures capable of providing more systematic and effective coordination of, and access to, the substantial book collection located in over 300 libraries throughout the state.

Under Title IV-B, we have evaluated current procedures used in providing library service to the handicapped. Handicapped readers include the blind or otherwise visually handicapped and those with other physical handicaps which render them unable to use conventional printed materials. Library service to the handicapped, largely the blind, is primarily provided by means of "talking book" recordings distributed in Vermont under the supervision of the Division of Services for The Blind.

B. SCOPE

The scope of this study has been limited to an analysis and evaluation of the administrative and functional procedures currently employed in the present system of interlibrary loan (ILL) and related functions for readers using conventional printed books, and in the present talking book library service for persons who, because of a handicap, require aural materials. We have also investigated the feasibility of centralized book processing. Our research in each part of this study has been focused primarily on the management and administration of library service in Vermont. In evaluating ILL procedures, for example, we have identified the steps required when a library, seeking a book not in its own collection, attempts to determine where a copy of that title can be found, and the time required from the initiation of the request until the delivery of the book to the requestor. Our study of library service to the handicapped has been focused on the administrative framework governing the talking book library service and the suitability of this set-up for rapid and effective communication to handicapped readers. By limiting our analysis to the evaluation of management procedures and systems, we felt we could complement the libraries' existing strength in reader and reference services. As we see it, the librarians themselves are potentially the greatest single asset of the Vermont library system. But librarians are all too often handicapped in their effectiveness by time-consuming or cumbersome procedures which have grown up with library service largely on the basis of custom rather than as a result of a well thought out plan. To the extent that these procedures can be streamlined, the time which librarians now devote to internal administration can be devoted instead to improving the intensity and responsiveness of reader services.

C. APPROACH

Since the participating librarians are the key to success in any system of interlibrary cooperation, our primary source of data for this part of our study was interviews with Vermont librarians working in the existing library system. Since it would be both costly and duplicative to interview every librarian in the state, we chose a sample representing a cross-section of Vermont libraries. To develop this sample, we prepared, with the help of the FPLS, a complete list of all libraries in the state, together with data on the size of their collections and their annual circulation. Data were obtained for the 279 free public libraries, 16 college and university libraries, 5 regional libraries and 3 special purpose libraries - - a total of 303 libraries in all. These data are shown in Appendix A.

As a measure of the relative activity of each library, we multiplied the figures for collection by those for circulation for each library, thus developing a "user index." The libraries were selected as follows:

- All free public libraries and college and university libraries with a user index of over 200 thousand.
- Each of the five regional libraries.
- One representative small public library in each region.
- Three special libraries in Montpelier.

A total of 47 libraries were chosen.

These 47 libraries serve 52% of the population in Vermont, contain 73% of the total book collection, and account for 73% of the annual book circulation in 1966. Since this extensive coverage includes small and special libraries as well as large town and college libraries, we feel confident that the information obtained from this sample provides an accurate and well-rounded picture of the existing library system in Vermont.

For our study of library service to the handicapped, we also obtained data from interviews. Our contacts included the Library of Congress, supplier of special materials for the handicapped; the Library for the Blind in Albany, a division of the New York State Library which acts as a regional center for special library service to Vermont; the Division of Services for the Blind in Montpelier, the state agency concerned with the welfare of the blind; and representative users of these services.

The ADL team for this study was led by Walter W. Curley. William E. Griswold supervised the day-to-day management of the project. Dr. I. W. Miller designed the questionnaire which was mailed to a structured sample of librarians throughout Vermont.

Miss Carolyn A. Heller, Miss Janet C. Price and Miss Ruth B. Whittlesey conducted in-depth interviews at the 47 libraries, large and small, which were included in the sample. Miss Price, herself a librarian, participated in the evaluation of interlibrary loan procedures. The initial evaluation of the interview data was prepared by Miss Whittlesey.

Dr. Hadi Madjid conducted the research for and prepared the section dealing with Library Service to the Handicapped.

D. CONCLUSIONS AND RECOMMENDATIONS

Consistent with the definitions of Title III (Interlibrary Cooperation) and Title IV-B (Library Service to the Handicapped), we have conducted each study separately and our recommendations under each title are contained in separate sections of this report. However, one understanding which has emerged as a result of this study is that the current practice of serving handicapped readers through special libraries entirely apart from the conventional libraries which serve non-handicapped readers involves an artificial distinction and should be gradually phased out by combining library services for all readers, regardless of the medium of communication employed, as the responsibility of a single information agency.

1. Interlibrary Loan

Considered as a whole, Vermont has book resources adequate in numbers (though not necessarily in quality) to serve the library needs of its citizens. However, despite traditional emphasis on "building collections," most Vermont libraries are so small and inadequately financed that they must rely on one of a few strong libraries for aid in meeting all but routine requests. With a reader population that is geographically dispersed, considerable delay is experienced in moving books to match reader requests. Voluntary consolidation of the smallest libraries is recommended where feasible. Recognition of 15 or more larger libraries, chosen on the basis of their size and geographical distribution, as area library service centers should be encouraged by funneling state and federal funds to these locations as funds become available.

The current interlibrary loan (ILL) procedure in Vermont lacks uniformity and is unnecessarily complex. The resulting built-in delays seriously reduce the usefulness of ILL as a service to most library patrons. As a first step, we recommend setting up a simplified and streamlined interlibrary loan procedure. By means of more widespread use of telephone and teletype communications, combined with expedited handling procedures, it should be possible through a very modest increment in cost to improve greatly the usefulness of reference service to readers and to reduce by about one half the average time required to obtain a book on interlibrary loan.

The Union Catalog is the greatest single asset of the Free Public Library Service. Every effort should be made to preserve and improve the accessibility of this resource to librarians throughout the state. While improved manual procedures should bring about a significant improvement in the usefulness of interlibrary loan over the near term, in the long run converting the Union Catalog to a machine-readable format holds promise of providing a real breakthrough. We recommend therefore that planning be begun now for eventual computerization of the Union Catalog and its subsequent publication in book form for distribution to all librarians participating in the ILL system. When available, such a book catalog will reduce the time required for most interlibrary loans to from 48 to 24 hours.

The chief responsibility of the five regional offices of the FPLS has been the operation of the bookmobile service. Since the numerous small libraries in Vermont originate relatively few requests for ILL, the bookmobile has been the chief element of interlibrary cooperation for these smaller libraries. Originally intended for communities having no library, the bookmobile has evolved into a sort of delivery service which, in attempting to meet all requests for bookmobile service, has spread itself so thin as to be of limited usefulness

to the reading public. We recommend a substantial restructuring of the bookmobile service to provide for semi-monthly reader service in communities without libraries or with inadequate libraries. The current supplementary book service provided by the bookmobiles to the numerous small libraries should be replaced by monthly book selection meetings at each regional office, with subsequent delivery of the books selected by private car, station wagon, or common carrier. Rather than providing a door-to-door selection and delivery service for the convenience of librarians, the bookmobiles should be used as much as possible for direct reader service.

Our specific suggestions to the FPLS are listed very briefly below:

- A library network should be established tying together all types of libraries within the state into an effective service unit.
- Computerization of the Union Catalog should be undertaken.
- Teletype and a telefacsimile unit should be established at key points within the state.
- The bookmobile program should be restructured to become essentially a direct service unit to the public.
- A substantial collection of periodicals on microfilm should be established at the FPLS. Titles selected should complement holdings on microfilm already within the state. Several reader/printers should be available to provide a printing service.
- A computerized Union List of Serials should be prepared.
- A list of subject strengths should be prepared to provide an "inventory tool," useful until the computerized Union Catalog becomes a reality.
- A centralized book processing service should eventually be provided. For the present, FPLS should explore the possibility of sharing the cost of this service with the New Hampshire State Library.
- FPLS should, through a referral or contractual arrangement, attempt to become part of a larger library network which would include New England and New York State. Of particular importance during the initial period would be the establishment of relationships with New Hampshire and New York State.
- FPLS should strengthen the research function of library service to college faculty and students and to professionals and businessmen.
- FPLS should become aware of the importance of non-book material and build this material into the resources held within the state.
- Sophisticated bibliographic searches should be offered using a computer to search indices and abstracts on tape.
- A delivery service should be established in one region to tie the libraries together in a demonstration program.

- The regional offices should be strengthened to provide present services in greater depth.
- FPLS should be sufficiently funded by the State to cope with these responsibilities.

The additional cost which will be incurred by implementing these suggestions is estimated at about $240,000 in the first year. In subsequent years, due to the elimination of one-time expenditures this figure should be about $200,000.

2. Library Service to the Handicapped

Library service to the handicapped in Vermont is currently provided on a cost free basis under a cooperative agreement with the New York State Library in Albany. This agreement, established when the number of readers using talking books was comparatively small, is now having to be reconsidered because of the growth in the number of talking book readers in Vermont to more than 400. As an interim step, we recommend that the FPLS budget funds to provide for reimbursing the New York State Library on a per capita basis for the service provided. The FPLS should now begin long-term plans to provide the physical facilities and funding necessary to support a library for the handicapped of its own. When it is evident that the number of readers, whether blind or otherwise handicapped, will reach 1000, the Library of Congress will provide Vermont with a library of about 10,000 talking book titles and other appropriate materials as needed. By having its own library, Vermont should be able to offer substantially improved service to handicapped readers at only moderately increased cost.

We estimate that the annual cost of services to the handicapped under the interim arrangement will be about $35,000. The annual cost of the regional library should come to about $40,000.

3. A New England Library Network

We propose that Vermont join the other New England states in exploring the possibility of cooperation among the library systems in New England. This might take the form of a regional center through which information and resources could be exchanged among libraries in the participating states.

I. INTERLIBRARY COOPERATION

A. RESEARCH METHOD

In mid-April, an interview kit was mailed to each of the 47 librarians selected in our sample. The kit contained: a letter from the Free Public Library Service executive secretary, Eleana Horton, requesting the cooperation of librarians in thisstudy; a list of the libraries selected for interviews (Appendix B); the itinerary of the interviewer; and a questionnaire to be filled out in advance of the interview. The text of the questionnaire appears in Appendix C; Appendix D is a statistical summary of questionnaire responses.

The scope of the study was indicated by the list of libraries selected for interviews. This showed each librarian which other librarians in the state would be interviewed.

The most important part of the mailing kit, the questionnaire, was sent in advance so that the participating librarians would have ample time to furnish the statistics requested. By requesting that the librarians fill in general information in advance on the questionnaires, we were able to devote more time during the actual interviews to a careful consideration of Vermont library services, with emphasis on the current strengths and weaknesses of interlibrary cooperation procedures.

The primary aims of the questionnaire were to give the ADL research team a clear description of interlibrary cooperation as it now exists and to obtain the suggestions and recommendations of librarians who are presently participating in the interlibrary loan (ILL) system regarding means by which the system could be further developed.

The section on General Information was intended to provide background statistics on each library, enabling us to identify the extent to which books are now requested and loaned on interlibrary loan. Data was requested for the period 1960 to date to permit identification of trends in size of collections, volume of circulation, book budgets, and the development of ILL.

The next section of the questionnaire deals with ILL and is designed to identify the routes used by Vermont librarians when requesting the loan of a book. The questions probed the degree of success that librarians have with their requests for ILL as well as the frequency with which they are asked to loan books to other libraries. This section of the questionnaire also interrogated the librarians as to their willingness to make interlibrary loans and their attitudes toward current ILL procedures. What proved to be one of the most valuable questions asked was what changes or improvements in ILL procedures the librarian would suggest.

The section of the questionnaire dealing with Book Processing served to identify the methods by which librarians currently order and process their books, as well as the estimated cost of these procedures and the amount of delay encountered in receiving book orders. Information as to discounts received and classification systems used by the libraries

studied helped us to evaluate both the effectiveness of current procedures and possible means for developing cooperation in these areas. The extent to which the participating libraries contributed information on accessions and withdrawals to the Union Catalog in Montpelier was of great interest to us in our evaluation of the completeness of the Union Catalog and consequently its usefulness as a bibliographic tool. So that we could evaluate the suitability of existing or readily available communications facilities in expediting ILL, we requested information on librarians' experiences with teletype, mail, and bus service.

The final section of the questionnaire allowed the participating librarians to offer their comments on library needs that they feel will emerge over the next few years. This section also enabled the librarians to make additional suggestions or comments pertaining either to library practices in general or to our study in particular.

During each interview, our interviewer went over the questionnaire, and discussed any question which the librarian had not fully understood. The interviewer then discussed more fully with each librarian her opinion of current practice and procedures, particularly those concerning ILL. To assure uniformity, this part of the interview was guided by an Interview Schedule, which is included with the questionnaire in Appendix C of this report.

B. OVERVIEW OF VERMONT LIBRARIES

This section of our report is an analysis of data obtained through the questionnaire and interviews. Backup data on the questionnaire responses appear in Appendix D.

Although we interviewed only 16% of the libraries in the State, these libraries hold 73% of Vermont's books and serve 52% of the State's population. The other 48% of the population is seved by the 253 small libraries in Vermont. Since our sample is a cross-section of all libraries in the State, it is important to gain an overview of these libraries before analyzing the particular problems that beset each category. The responses of the colleges and universities have, in many cases, been separated from those of the town libraries to permit clearer presentation of our findings.

Satisfaction with ILL was indicated by 92% of the librarians interviewed. In town libraries, 70% of inquiries for books not in the library lead to formal requests for interlibrary loans. In the colleges and universities, such inquiries lead to formal requests at least 80% of the time. The books that are requested on ILL by the town libraries are received in 45% of the cases, in one or two days, and within a week in an additional 40%. In the colleges and universities about half the librarians estimate that books requested on ILL are received within three days, but the remainder encounter delays of a week or more.

Of the town librarians, 56% do the complete processing of books themselves, while 40% buy the catalog cards and do the remainder of the processing in their libraries. In the colleges and universities, 37% of the librarians do their own processing and 63% buy the catalog cards and complete the processing themselves. A jobber is used by 64% of the town librarians and by 67% of the college and university librarians. Centralized book processing appealed to 60% of the town librarians; none of the college and university librarians

thought that it would be helpful. The Union Catalog gets contributions from 70% of the town libraries and from 78% of the colleges and universities. Most of the town librarians are satisfied with the mail service, since 68% of them get one-day service from Montpelier and the remaining 32% get books from this source in two days. In the colleges and universities, 89% of the librarians feel that mail service is adequate; 75% of the college librarians interviewed receive books from Montpelier in one day.

For further analysis and in order to separate the needs and problems of different types of libraries, we have grouped the libraries as in Table 1, below.

TABLE 1

CLASSIFICATION OF LIBRARIES STUDIED

Type	Includes
Large Town	10 libraries with a user index over 1 million
Medium Town	15 libraries with a user index between 100 thousand and 1 million
Small Town	5 libraries with a user index between 1 and 100 thousand
College and University	9 college and university libraries
Special	3 special libraries
Regional	5 regional libraries

A more detailed analysis of the areas probed in the questionnaire and interview, using this classification of libraries, unearths problems and dissatisfactions that do not show up in the overall analysis. A discussion of each major questionnaire topic in terms of the library categories seems the best way to obtain a meaningful analysis of the data and to examine the suggestions made by librarians.

1. Interlibrary Loan

To enable the largest number of library users to have access to the greatest number of books, a system of interlibrary loan has proven the most effective means of matching readers' needs with library resources. ILL potentially offers to Vermont libraries a means for improved utilization of scarce resources, avoidance of duplication, and a maximization of the public's investment in library facilities. The degree to which ILL enables librarians

to meet these goals is, however, a function of the degreee of cooperation existing among libraries in Vermont, the willingness of libraries to loan books to other libraries, and the effectiveness of established ILL procedures. To be effective, ILL must be inexpensive, convenient, and rapid. In Vermont we find current ILL procedures to be demanding of personnel time, unnecessarily complex, and fraught with delay.

If we look at the total number of loans for the interviewed librarians who reported statistics for their libraries, we find that a great imbalance exists within the system. Since figures are not available for the number of loans made by all of the regional libraries, and since these make close to 99% of the total number of loans made in the State, acting both as an agent and a resource, we have considered regional libraries separately from the five other categories. It is only by this method that we are able to see the significant difference in the percent of books loaned and borrowed among the five groupings. The percentages given below for each of these five categories are, therefore, based on the total number of books loaned to or borrowed from the large, medium, and small town libraries, the college and university libraries, and the special libraries that reported their statistics to us.

a. Large Town Libraries

The large town libraries in Vermont are an important source of information on the effectiveness of present ILL procedures because these libraries loan so many more books than they borrow. While they lend 26% of the total number of books lent by libraries other than the regional libraries, they borrow only 12% of the total number of books borrowed.

The large town libraries make great use of their regional library and of the Union Catalog; 90% of them use these sources to find where a book is located and 60% find the book through the regional at least half of the time. All of these libraries are able to get most of the books that they request on ILL within a week, and 70% turn inquiries for a book that is not available in their own library into an ILL request at least 80% of the time.

Of the ten libraries in this group, nine feel that ILL procedures are satisfactory, but when questioned in greater depth, these librarians did make several suggestions for improvements in the system. They would like to have more use made of the Union Catalog in Montpelier and would like to see improvements in communications so that ILL could be speeded up. They thought that the development of regional reference services would be valuable. One librarian suggested that ILL procedures be standardized so that each librarian would know exactly how a loan to or from another region should be handled. Under the present system, when the requesting library is informed of the location of a book this library is not sure whether the FPLS has written to the lending library or whether it is necessary for the requesting library to write. This confusion apparently has caused wasted time and effort.

b. Medium Town Libraries

While the large town libraries show the effectiveness of ILL from the point of view of the loaning library, the medium-sized town libraries, as one of the most heavily borrowing groups in the library system, illustrate the problems of the ILL system from the opposite point of view. These libraries borrow 25% of the total books borrowed by the towns, colleges, and universities, and they loan only 4% of the total number of books loaned by these same groups. Of the medium town librarians interviewed, 62% get 0-10 requests for a loan each year and only 8% get more than 30 requests per year.

Books are located through the regional library or the Union Catalog 89% of the time by the medium town libraries, and 79% of them are able to get the books from the regional library 75-99% of the time; the remaining 21% get the books from the regional at least 50% of the time. Of the medium town libraries, 64% are able to get the books requested on ILL within three days, but 14% often experience delays of more than one week. Inquiries about a book not held in the local library are turned into ILL requests at least 90% of the time by 67% of the medium town libraries.

Although 94% of these libraries are satisfied with ILL procedures, there were numerous suggestions for improving the ILL system. The librarians felt that ILL would have increased use if it were speeded up. Low interlibrary telephone rates, which would enable the librarians to communicate easily and inexpensively with each other, would be one way of reducing the amount of time that is now spent in making ILL's. A simplified method for mailing boxes of books would eliminate some of the inconvenience that is now caused by ILLs. Another suggestion made was that a pamphlet listing the specialities of the different libraries would help to make librarians throughout the state aware of the resources available to them.

Several suggestions made by the medium town librarians dealt with the services rendered by the regional libraries. These librarians felt that the regionals should send out lists of both their present holdings and their new acquisitions, arranged by type of book. These librarians would like the regional libraries to subscribe to some of the periodicals that the town librarians need only occasionally. They would also like to have the bookmobile come more frequently–every four to six weeks instead of every three months.

c. Small Town Libraries

The small town libraries show the greatest inequality between the number of books borrowed and the number loaned. They very rarely lend books on ILL, and none of the interviewed librarians in this group have ever had more than 10 requests for loans. The small town libraries make only 1% of the total number of loans in the five categories considered here, while they borrow 26% of the total number of books borrowed.

The small town libraries are able to locate books through the regionals 100% of the time and are usually successful in obtaining from this source. Of the small town libraries, 60% are able to get their loans in one or two days, but 20% must wait longer than a week.

Inquiries about books not held in the small library are turned into requests for a loan 70-90% of the time by 80% of the small libraries. One library, however, turns only 10% of the inquiries into actual loan requests. All of the librarians interviewed in this category were satisfied with ILL procedures, and they did not make any suggestions for the improvement of the interlibrary loan system.

d. College and University Libraries

Except for the regional libraries, the college and university libraries are the heaviest users of ILL. They are important suppliers of books to the town libraries, they loan 57% of the total number of books loaned by all of the libraries, while they borrow only 25% of the total number of books borrowed by the same groups of libraries.

Only 56% of the college and university libraries locate a book through the Union Catalog and only one library makes substantial use of the regional. While 44% of the college and university libraries are able to get loans in three days, the other 56% must wait more than a week. Inquiries about a book that is not available within the college or university are turned into ILL requests 80-90% of the time by 57% of the librarians.

In the colleges and universities 88% of the librarians are satisfied with ILL procedures but there were still many suggestions for improving the present system. It is the primary purpose of the college and university libraries to meet the needs of their own students and not those of the entire State. Since these libraries are such a necessary source of materials for the town libraries, it was suggested that perhaps an annual fee should be paid to the libraries that are heavy lenders for their cooperation in a state-wide ILL system. Speeding up ILL is very important to the colleges and universities, and several suggestions were made as to how this might be done. Several librarians felt that a teletype system between the college and university libraries would be particularly helpful and would be preferable to telephone communication since it would lower the chance of titles being misunderstood. One college suggested that a once-a-day open telephone line between colleges which frequently borrow books from each other would be advantageous. Another suggestion for speeding up ILL was to set up a central data bank to which libraries would send requests. If a computer were used, it could be programmed to send requests to the holding libraries which are least frequently used, thereby spreading the work load.

Other suggested improvements in ILL were to print the Union Catalog in book form and to have all libraries use the ALA interlibrary loan request form so that the necessary bibliographic information would be given. The expansion of the FPLS to include the xeroxing of reference materials would enable the individual libraries to build up their book collections instead of spending a great deal of money on reference material.

Periodicals and journals appear to present a major problem for college and university libraries, in connection with both regular academic programs and extension courses. Some kind of loan system needs to be developed, not only so that extension students can get the journals that they need, but also so that the public in general can have access to some of the periodicals that are not available within their local libraries. One remedy that was suggested

was to have the smaller college libraries set up a cooperative system for the purchase of periodicals so that some of the load would be taken off of the large college and university libraries.

e. Regional Libraries

The regional libraries lend the greatest number of books and are, therefore, the keystone to the Vermont ILL system. In their function as lenders from their own collections and as securers of requested books from other libraries, the regional libraries lend many more books than they borrow. The majority of these loans, however, are not interlibrary loans in the strict sense of the word, but rather long-term transfers of deposit collections, generally through the bookmobiles. These "browsing collections" supplement the regular collections of smaller libraries. The percentage of books in these deposit collections which actually circulate seems to vary a great deal from one library to another.

Unfortunately, the two functions of the regional libraries–to have books available for specific requests and to provide a deposit collection in the small libraries–are somewhat incompatible, since improvement of one service inevitably hinders the effectiveness of the other. Most of the regional librarians feel that it is necessary to cut down on the deposit collections that are left in the town libraries by the bookmobile. One means suggested for accomplishing this end was to reduce gradually the number of volumes that the regionals loan to the town libraries, giving these libraries cash grants instead so that they could build up their own collections. The regionals would become increasingly able to meet requests immediately without having to retrieve the books from deposit collections in other libraries. Another suggestion that was made was to have the librarians in each region visit the regional library to choose books for deposit in their libraries. They could then select books tailored to their readers' needs, thus reducing the number of noncirculating books deposited in the town libraries. A third suggestion made was that small libraries be eliminated and their books and funds consolidated in larger area libraries. Since the townspeople have to go to the larger towns to shop, they could easily use the library at the same time, particularly since the small town libraries are only open for a few hours a week, which already limits their convenience.

Other suggestions were made by the regional librarians concerning the improvement of library services. One of these suggestions involves a slight change in the role of the regional libraries. One librarian thinks that the regionals should continue to meet ILL requests from their own collections where possible and otherwise find out where the requested books can be obtained, but that they should let the requesting library make the actual transaction with the holding library. Some other suggestions the regional librarians made were that the Union Catalog in Montpelier should be printed in book form and distributed to the regional libraries, that the telephone should be used so that both the seriousness and the exact nature of a request could be determined, that the regional libraries should have larger collections of periodicals, and that they should have photocopy machines so that reference materials could be copied and sent out. A "Library to Patron" system which would enable people living a long distance from a library to request books directly from the regional libraries was also suggested. Finally, the regional librarians felt that there should be more workshops for librarians.

2. Centralized Book Processing

a. Large Town Libraries

Of the librarians interviewed in large town libraries, 70% said they did not want centralized book processing. The complete processing of the books is done by the librarian in 56% of the libraries, but 33% do order the cards and then complete the processing themselves. The estimated cost of processing books with present methods was under $1.00 for 78% of the libraries. A jobber is used by 80% of these librarians, and 73% get the majority of their orders within a month. All of the large town libraries get a 33-37% discount on books, they all use the Dewey Decimal classification system, and they all contribute their accessions to the Union Catalog in Montpelier.

The comments that were made by the large town librarians reveal the reasons for their reactions to centralized processing. The librarians who do not want it feel that it is unnecessary and that it would be slower than the present system. They feel that the present system affords quicker receipt of materials and allows librarians to become more familiar with their own collections. If a large library is able to handle its own cataloging the librarians think that it is better off without centralized processing. The librarians who favor centralized processing do so because it would free the librarian, who has to do most of the cataloging herself, to do other very important jobs. If centralized processing is a faster method of getting the books onto the shelves, several of the librarians are eager to have such a system developed.

b. Medium Town Libraries

In the medium town libraries, 67% of the librarians do not want centralized book processing. Fifty-four percent of the librarians in these libraries now do all their own processing, while the other 46% order the cards but complete the processing themselves. All of the medium town librarians estimate their present costs for processing at less than $1.00. A jobber is used by 64% of the librarians; 50% get their books within two weeks of the time that their order is placed, while another 44% must wait from three to four weeks. Of the librarians interviewed, 87% get a discount of 30-36%, and the remaining 13% get a discount of between 20 and 50%. All of these libraries use the Dewey Decimal classification system and 69% of them contribute their accessions to the Union Catalog.

The majority of librarians in this category do not want centralized processing because they feel that it is quicker and cheaper to do their own processing. They think that their book orders are too small to warrant centralized processing and that it is advantageous to have a constant flow of books coming in, the way they do now, rather than a large number all at once as the librarians think would be the case with centralized processing. Another objection to centralized processing is that the cost of it would have to come out of the book budget, while the cost of present processing does not. The 33% of the medium town librarians who do want centralized processing want it, provided it is cheap and quick. They feel that its merits would depend greatly on who does the processing and by what procedure.

c. Small Town Libraries

Most of the small libraries (80%) would like to have centralized book processing. At present, 66% of the librarians do the complete processing themselves, while the other 34% order the catalog cards but do the rest of the processing in their libraries. All of these librarians estimate their costs for processing at 20 cents per volume. Only 25% of these librarians use a jobber and all of them get their books within three weeks. These libraries get a discount of 20-33%. They all use the Dewey Decimal classification system, and 80% of them do not list their books in the Union Catalog.

The librarians in the small libraries that wanted centralized processing thought that it would be cheaper and quicker than the present system and would save them a great deal of time. A shortage of staff and limited working hours make a reduction of the work load very attractive.

d. College and University Libraries

None of the college or university librarians interviewed want centralized book processing. The complete processing is now done in 63% of the libraries and the other 37% order the cards and do the rest of the processing themselves. The cost of book processing under the present system is estimated to be over $1.00 by 78% of the librarians. A jobber is used by 66% of the college and university librarians. The majority of the books ordered are received within three weeks by 88% of the librarians. All of the college and universities that were interviewed get a discount of about 30%. Most use the Dewey Decimal classification system. The accessions of these libraries are registered in the Union Catalog by 78% of the colleges and universities studied.

The college and university librarians are opposed to centralized processing because they feel that it would cause problems with cataloging, especially since one of the largest (Middlebury) is changing to the Library of Congress system. These librarians also feel that centralized processing would involve unnecessary expense.

e. Regional Libraries

Three of the five regional libraries would like centralized book processing. All of them now use the services of Alanar, which acts as both a jobber and processer of all of their books. They all pay $1.80 per volume for this service. They receive a discount of 33-40% but must wait six weeks for their orders. All of the regional libraries use the Dewey Decimal classification system and they all contribute to the Union Catalog.

The three regional librarians who would like Vermont to have a centralized book processing system feel that it would make the processing more uniform, that it would be faster and cheaper, and that it would eliminate the unnecessary duplication of titles. It would also be a great help to the small libraries, they feel. The two regionals that do not want centralized processing think that it would be slower and would require extra staff.

C. THE VERMONT LIBRARY NETWORK

Early in our survey of interlibrary cooperation, we found it advisable to take a careful look at just what are the resouces of the libraries. One conclusion is inescapable: there are simply too many libraries in Vermont. With a total of 300 libraries serving a population of 400,000, there is one Vermont library for every 1300 people.

Of the 279 public libraries considered, 237, or 85%, have fewer than 10,000 volumes. As a minimum, we feel that state-aided libraries should serve a population of 5,000 people and have a collection of at least 10,000 volumes. Of greater concern is the fact that the tax-supported budgets of these libraries average only about $1000.

While some small community libraries are able to render effective service, most are barely able to maintain an adequate standard of operation. In the first half of this century, when the automobile and television were not as widely available as they are today, community libraries served a real need in providing for recreational reading, furnishing the householder with information, and responding to agricultural inquiries.

Today, as income and educational levels have risen, the former functions of the community library have been largely supplanted. Specialized journals provide the farmer with up-to-date information, housewives' magazines are relied upon for home-making tips, and television, radio, and personally owned books provide for home recreation needs.

In this environment, Vermont's small community libraries are barely able to survive. Generally their librarians are part-time housewives whose token salaries bear no relation to the labor of love they are performing. Open only a few hours each week, the small libraries are in some cases barely able to provide for heat, light, and necessary building maintenance. The budget allows for only very modest annual additions to the collection–a collection which will become increasingly obsolete if the trend continues.

Faced with a declining standard of service, readers are quite naturally going more and more to the larger libraries available in Vermont's principal cities. The dilemma of the small library in Vermont is much like that faced by small town high schools in the period following World War II. While community high schools preserved values of home and community and permitted small personalized classes, they were in many cases unable to meet rising educational aspirations by providing the courses and facilities in languages and sciences required for college admission. To meet the need for facilities more extensive than any one community was capable of supporting, the regional high school, supported by the taxes of several communities, has been developed. This concept was made feasible largely due to the availability of good roads and the school bus. While a few personalized touches have been lost, it is generally agreed that the regional high school is a superior educational facility.

The FPLS should use its position of leadership to identify situations in which neighboring small community libraries could profitably merge and should allocate funds under the Library Services and Construction Act for the construction of new library buildings to house combined collections. Among the many small libraries where this approach would result in an improved standard of library service, one example is the township of

Hartford. Hartford township, with a population of 6000 including the town of White River Junction, has five separate tax-supported public libraries, the largest of which has only 8000 volumes. Combined, the collection would provide 23,000 volumes and create an area library resource center much better able to serve the needs of the townspeople. However, with the Dartmouth College library located just across the Connecticut River, it has been much easier to rely on Dartmouth for library service than to create a really good library in Hartford.

The Free Public Library Service has developed the beginnings of a good statewide library network through the system of regional libraries in Brattleboro, Montpelier, Rutland, St. Albans, and St. Johnsbury. However, the regional libraries function largely as resource centers for small community libraries, providing them with bookmobile and reference service; they furnish almost no direct reader service.

As we see it, steps should be taken to set up a statewide network of area library service centers to be based on the existing strong city and college libraries throughout the state. Such a network is illustrated in Figure 1. From a list of the largest and most active libraries in Vermont, we have selected 15 libraries which, because of their size and location, could form the nucleus of a system of area resource centers.

We made our selection among the largest libraries in the state on the assumption that a resource center could serve an area with a radius of 10 miles without inconvenience to readers, and should therefore be large enough to meet the needs of an area this size. While the list of libraries chosen could readily be altered as required, the principle which is illustrated is that a relatively small number of strong libraries acting as area resource centers could improve library service within each of the regions designated. A system of area resource centers more widespread than the current regional libraries but less fragmented than the small public libraries should be developed on the basis of communications links with, and financial support from, the Free Public Library Service.

It is recommended that each resource center receive a flat grant of $2500 to be used for the purchase of nonfiction books. This would not be implemented in any year in which the library's own allotment for books falls below the average of its book budget during the previous three years. In other words, the grant should be regarded as a supplement to the regular book budget, not as a substitute for any portion of it. Acceptance of the annual grant should bring with it the stipulation that a reciprocal borrowers' card arrangement be instituted among libraries in the region.

The University of Vermont, Middlebury College, and Dartmouth College should be considered statewide resource centers. Dartmouth College is included here even though it is not in Vermont, because of the amount of assistance which Dartmouth gives to libraries in the State. The University of Vermont and Middlebury should each receive a flat grant of $2500 a year. Dartmouth should be eligible for two grants of $2500 each: one for the college library and one for the medical library. In addition, all three centers should receive $2 for each request received from the FPLS, whether or not the search for a book is successful. Under this arrangement, xerox copies up to a specified number of pages would be offered at no charge (within the framework of the $2 payment). It is vital for the success of the interlibrary loan program that these three institutions place the weight of their resources into the network.

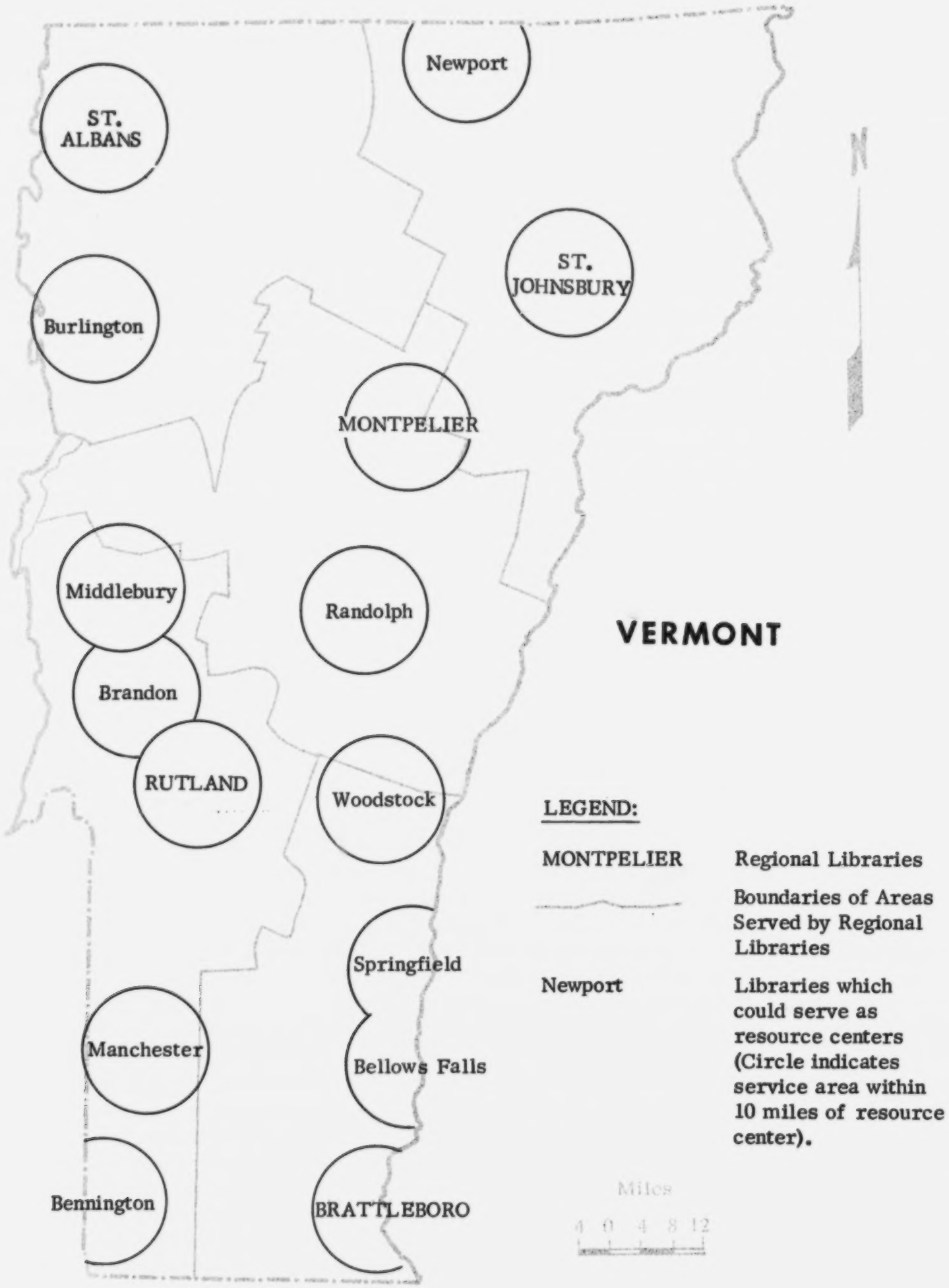


FIGURE 1 REGIONAL LIBRARIES AND PROPOSED AREA RESOURCE CENTERS

We recommend that Vermont contract with New York State to tie in, via teletype and telefacsimile, with New York's library system. A similar arrangement should be made with New Hampshire on a trade-off basis. This should later include the library networks of the remaining New England states. No library can stand alone today and expect to provide adequate library service. Even systems of libraries, such as that of Vermont, should enter reciprocal arrangements with other systems so that the resources of all will be available to each one.

To make this linkage possible, the University of Vermont, and Middlebury should receive teletype machines at the outset of the program, and the FPLS should have a telefacsimile unit. Large public libraries can be offered teletype units later on the basis of need.

One region should be placed on a regular delivery schedule, as a pilot program for a future statewide delivery network. Each library in the pilot region should be scheduled for a stop at least every other day, with key libraries being visited daily. The schedule should be maintained for one year and then evaluated. We feel that such a system would improve many of the services offered by FPLS.

D. INTERLIBRARY LOAN PROCEDURES

In our investigation of interlibrary loan procedures in Vermont, we found ILL to be lacking in uniformity and unnecessarily complex. For the purpose of illustration we have prepared a "decision tree" showing all of the steps involved in obtaining an interlibrary loan under the present system. This is shown in the foldout diagram, Figure 2. The ILL methods in use at the regional libraries have apparently been evolved by each regional library to suit its own requirements. Within a single region, this procedure is satisfactory, but when one regional library attempts to help a small library in its region to obtain a book from another region, confusion results. When a library is asked by its regional library to send a book to another region, should the book be sent directly to the requesting library or to its regional library for forwarding?

The current ILL procedure in practice has proved to be a fairly functional way of meeting important requests, but it requires too much time to be of any real service in reducing expensive duplication of book collections. The chief difficulty, as revealed by the flow chart, is the multiplicity of steps which have evolved in the ILL procedure.

Since most steps, both in requesting and delivering the book, are carried out by mail, a minimum of one day is required for most steps. This means that when a small library makes an ILL request, it will receive the book in two or three days only if its regional library has the book in its collection. If the search must proceed beyond the home regional to Montpelier, ten days to two weeks will often elapse before the reader receives his book. Fortunately, many requests can now be met at the regional level.

As an initial step toward reducing the time required for an interlibrary loan, we recommend a streamlining procedure designed to reduce both the number of steps required and the time required for each step. Figure 3 on the foldout page which follows shows this approach diagrammatically. Figure 4 on the same foldout page shows our long-term proposal for a new system, discussed in the following section of this chapter.

The procedure shown in Figure 3 cuts the potential number of steps in an ILL request from 50 to 30, and once fully operational, should cut the average time required for receipt of an ILL request almost in half, with little or no increase in the overall cost to the FPLS.

First, we would recommend making the FPLS in Montpelier the focus of requests for ILL which go beyond the regional library. Instead of reporting the location of a book found through the Union Catalog back to the requesting regional, the FPLS should communicate the request directly to the holding regional. The holding regional should in turn telephone to the source library and arrange to have the book sent. The action taken can be reported back to the requesting library through the regional teletype network.

Second, we recommend that the telephone be used instead of the postcard for most ILL requests. This will reduce from 24 hours to a few minutes the time required to transmit a request. While the cost of communicating by telephone is higher than the cost of postage, the savings in personnel time (and cost) should more than offset the cost of increased telephone usage. As an initial test of this approach, we would recommend authorizing selected Vermont libraries to call in their ILL requests to the FPLS collect. Should the volume of such requests increase, one of the best methods of instituting the telephone or teletype system would be to have a telephone credit card which would enable the small libraries to call their regional free of charge. This would solve the problem of the small libraries' having insufficient funds for using such a service. If the regional also had wide area telephone service (WATS) it would be able to call the libraries in its area for a set rate. In the use of teletype for communication between the regionals and the large town libraries, a punched tape already bearing the name of the requesting library could be used; the request could then simply be typed onto this tape and then transmitted to the library where the book is located. This would permit the use of the teletype output as an ILL request form. Another valuable innovation would be the installation of an answering service to record requests made during the evening hours, when many of the town libraries are open but the regional is not. This would enable the book to be sent out early in the morning and would save a day's time. Table 2 shows the steps and days involved if the above systems were instituted.

To be really effective, such an accelerated communications system should incorporate direct teletype links to more than just the five regional libraries. Under the present set-up (Figure 5), for example, messages from Montpelier to Burlington would be routed via the St. Albans regional library. Because of the size of their collections, perhaps 15 or 20 of the 300 Vermont libraries are the source of nearly all of the ILL loans made to requesting libraries throughout the State. Some of these libraries have been identified in Figure 1. We recommend that, as funds permit, these libraries be added to the teletype network of the FPLS. First priority should be given to the University of Vermont and Middlebury College because of the importance of their collections. Eventually, as the teletype network grows, it will be possible for the participating libraries to communicate with each other directly (Figure 6).

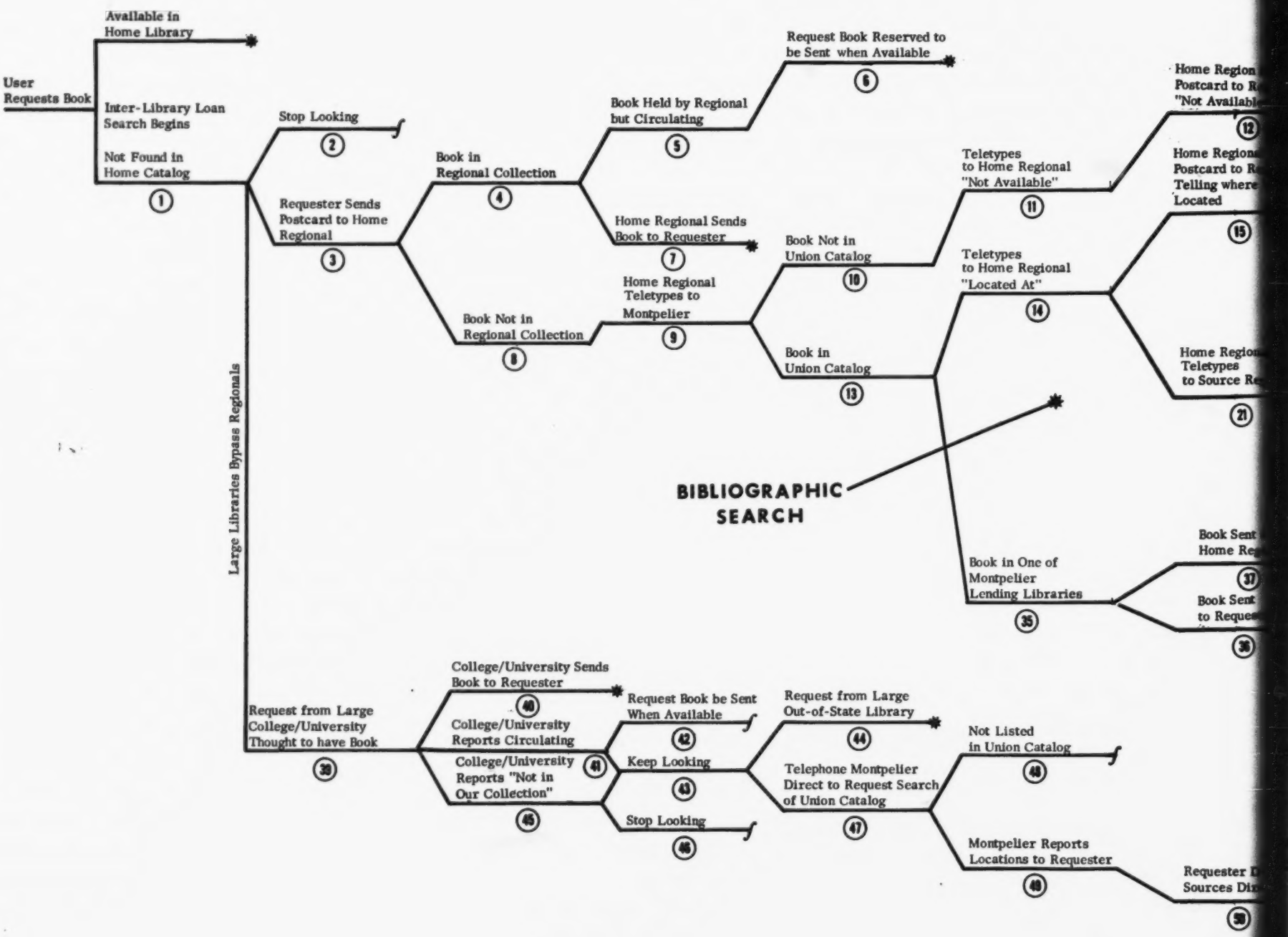
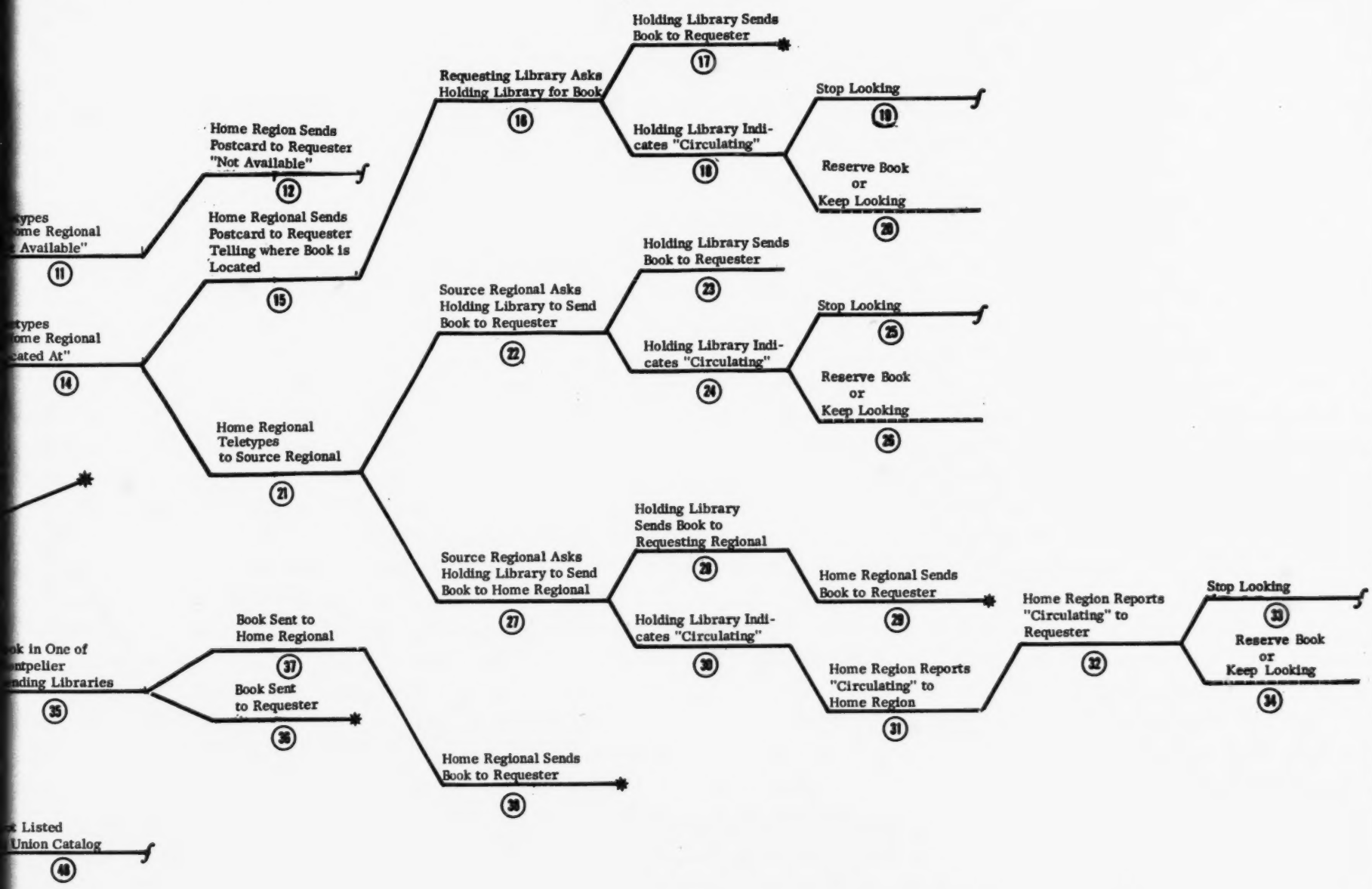


FIGURE 2 FLOW CHART SHOWING STEPS REQUIRED IN V



GLOSSARY:

Requester:	Local library which desires book on ILL
Home Regional:	Regional office of local library requesting book
Source Regional:	Regional office of library where book is located
Holding Library:	Local library which owns desired book

LEGEND:

- ✸ Search for book is successful
- ∫ Search for book is unsuccessful
- ——— Search for Book Continues

G STEPS REQUIRED IN VERMONT INTERLIBRARY LOAN PROCEDURE

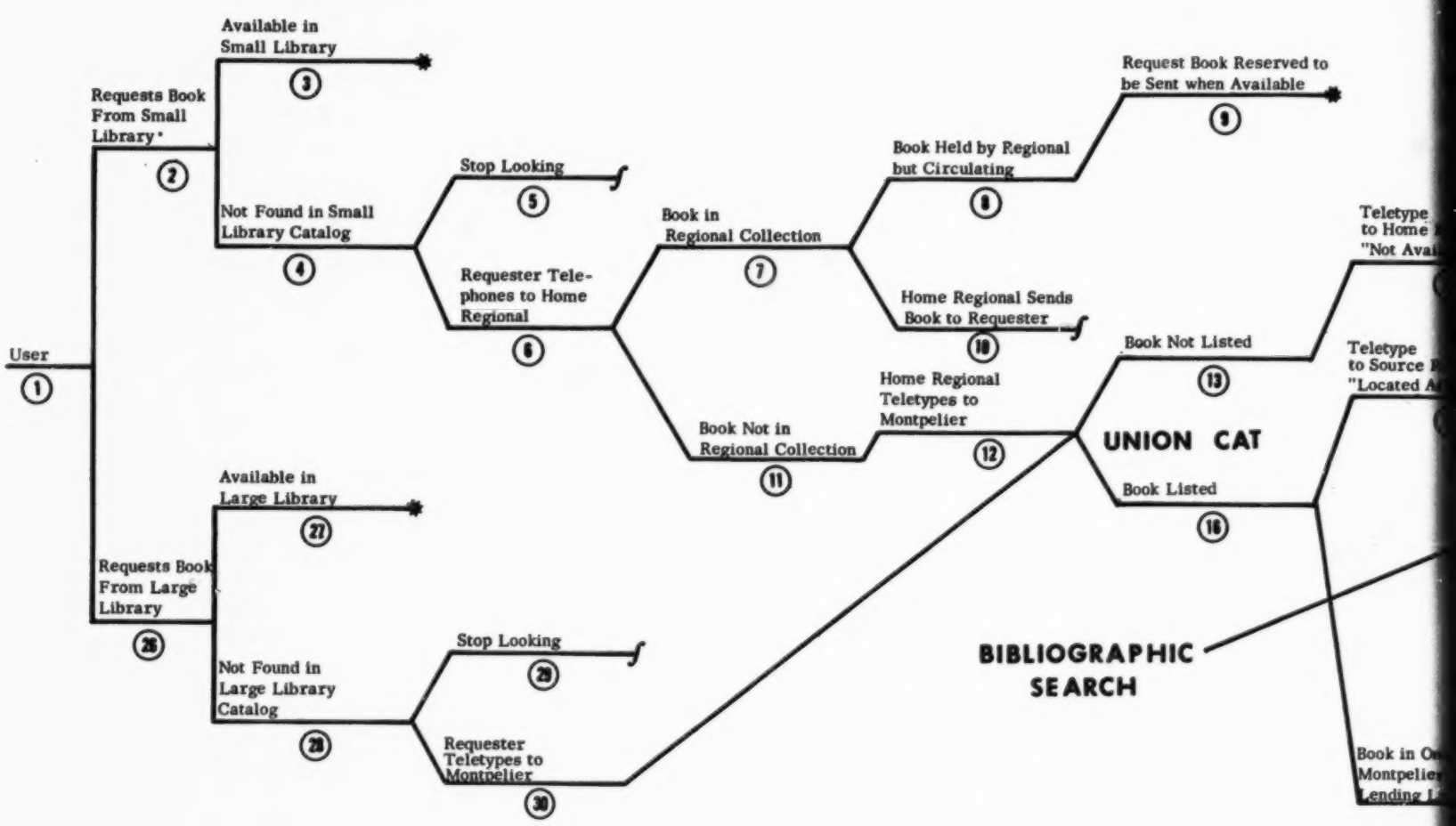


FIGURE 3 FLOW CHART SHOWING RECOMMENDED NEAR-TERM CHANG

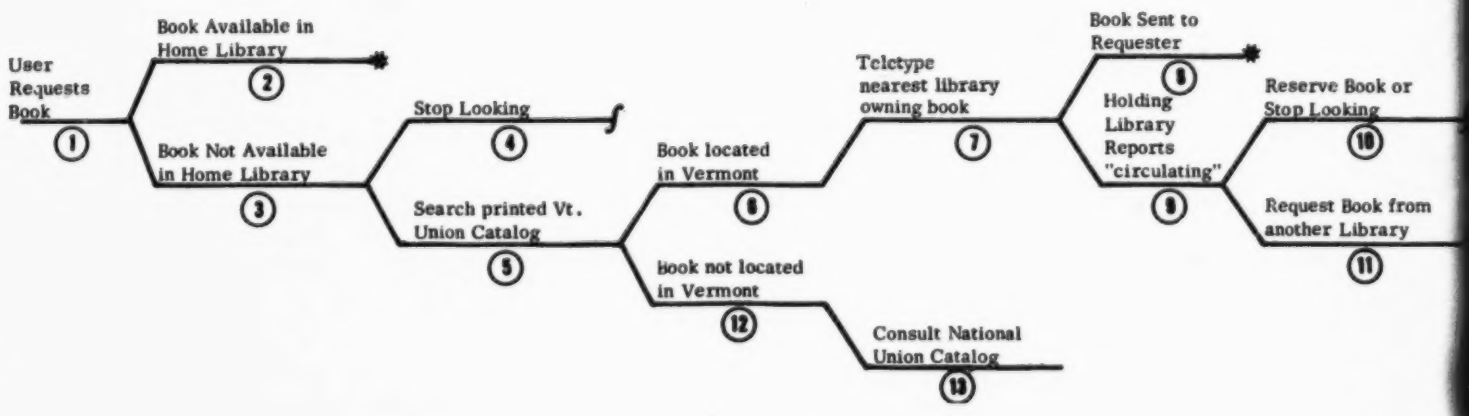
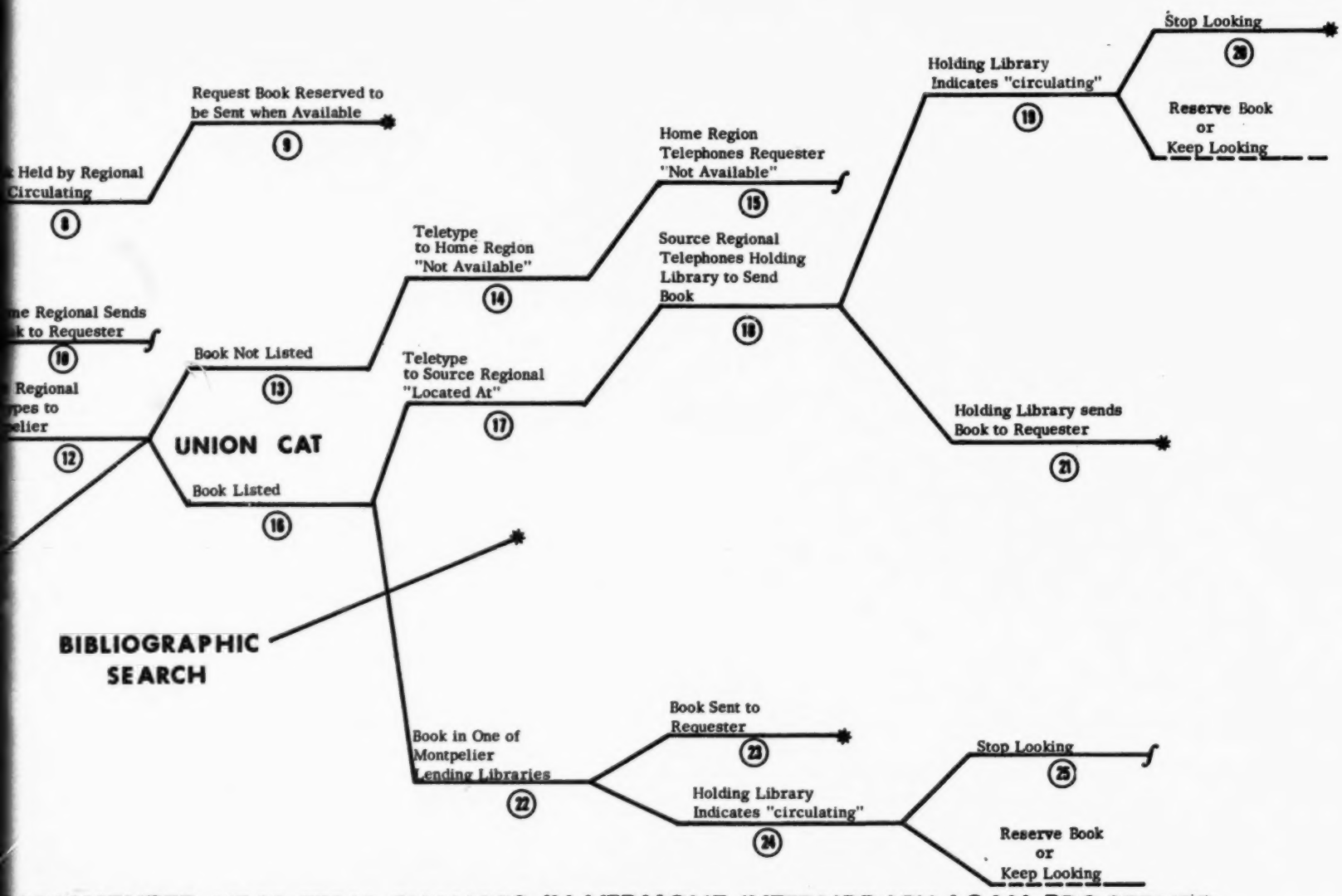
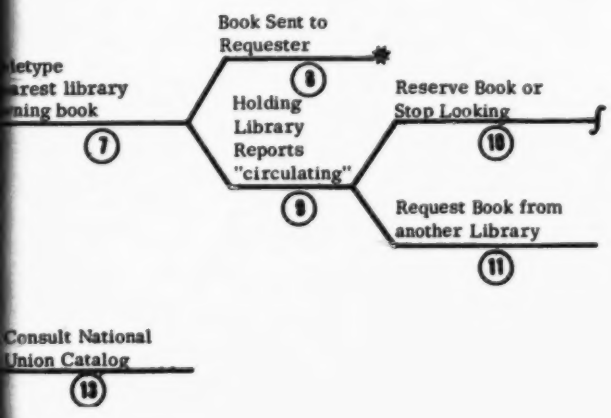


FIGURE 4 FLOW CHART SHOWING RECOMMENDED LONG-TERM



COMMENDED NEAR-TERM CHANGES IN VERMONT INTERLIBRARY LOAN PROCEDURE



GLOSSARY:

Requester:	Local library which desires book on ILL
Home Regional:	Regional office of local library requesting book
Source Regional:	Regional office of library where book is located
Holding Library:	Local library which owns desired book

LEGEND:

- ✸ Search for book is successful
- ∫ Search for book is unsuccessful
- ---- Search for book continues

NG RECOMMENDED LONG-TERM CHANGES IN VERMONT INTERLIBRARY LOAN PROCEDURE

TABLE 2

ACCELERATED SYSTEM FOR INTERLIBRARY LOANS USING PRESENTLY AVAILABLE COMMUNICATION FACILITIES

Day	Time	Function
0	Late afternoon and early evening	Libraries desiring interlibrary loans telephone requests to regional library, where they are recorded by automatic recording device.
1	9:00 A.M.	Regional libraries sort requests into those on hand and those not available.
1	10:00 A.M.	Regionals teletype request to Montpelier. (Regionals then return to processing requests available in their own collections.)
1	12:00 Noon	Montpelier dispatches books on hand to regionals by mail.
1	2:00 P.M.	Montpelier telephones libraries holding books located through the Union Catalog and requests that they be mailed direct to requester that day.
2	9:00 A.M.	Books dispatched by mail arrive at regionals.

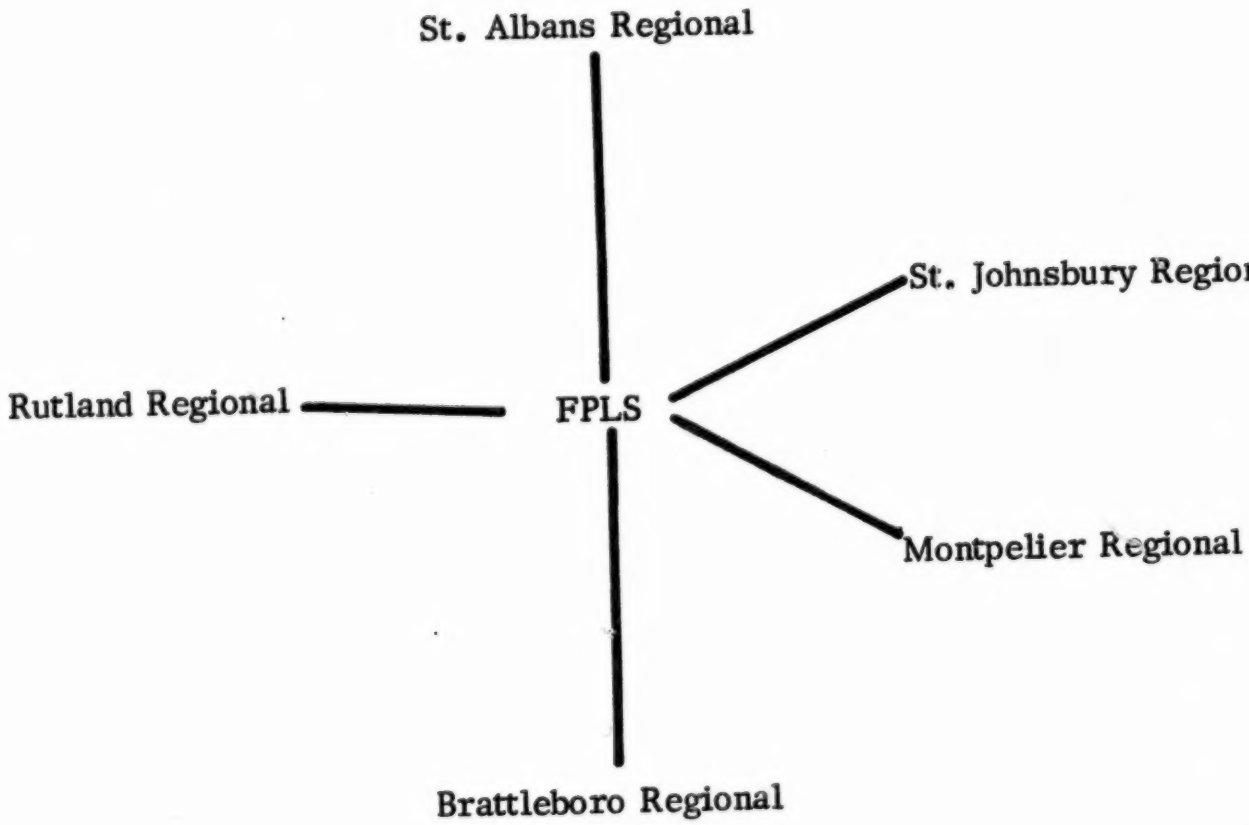


FIGURE 5 PRESENT ILL SYSTEM

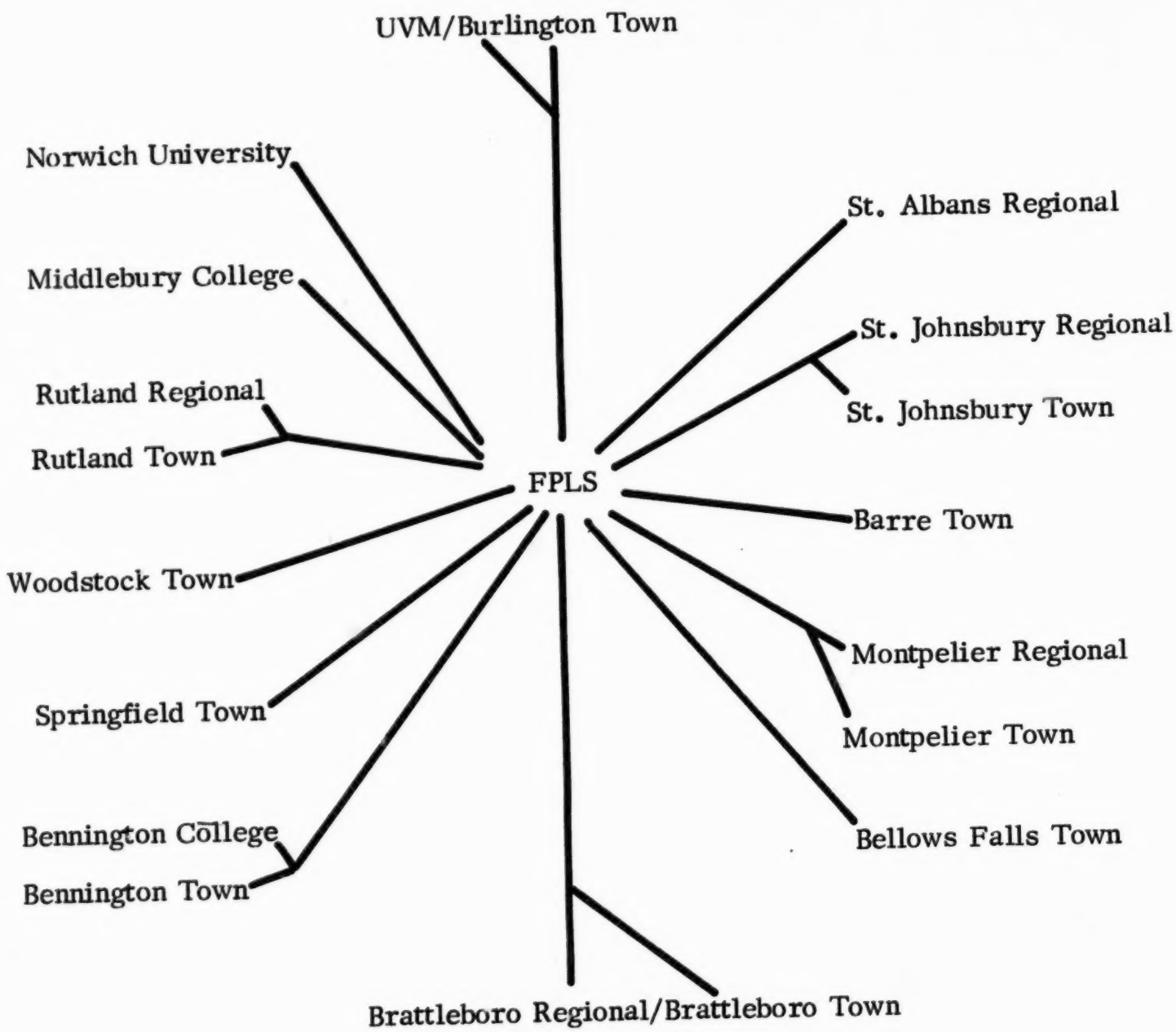


FIGURE 6 REVISED ILL SYSTEM INVOLVING THE ADDITION OF TELETYPES TO ALL LIBRARIES WITH A USER INDEX OVER 1 MILLION

Finally, we recommend that the large public libraries, like the college and university libraries, be compensated for their contribution to the ILL program. A system of direct payment should be instituted for these libraries, which are called upon so often for the loan of books.

E. AUTOMATION OF THE UNION CATALOG

With the development of real-time (i.e., immediately responsive) computer systems, there is no technical barrier to complete automation of the Union Catalog in Montpelier. This would not necessarily require a separate computer facility for library use. We recommend, in fact, that the library seek a time-sharing arrangement on an existing state-owned computer. In an automated system, each entry–whether by author, title, or subject–in the Union Catalog would have to be converted to machine readable form and then stored on magnetic tape or disc. Eventually, under an automated system, it would be possible to install a remote teletype console in each major Vermont library (see Figure 7). Then, librarians desiring ILL information would merely dial a Montpelier telephone number, type author or title heading into the machine, and receive a near-instantaneous listing of the libraries holding the desired title. In the case of a bibliographic search by subject, the Union Catalog system could be programmed to provide a listing of all entries under a given subject heading, together with a code indicating the location of each title.

An automated Union Catalog would provide still greater simplification of the ILL procedure than can be achieved through the measures we have suggested earlier. Under an automated catalog system, the number of steps could be reduced from the present 50 to as few as 13 (Figure 4, page 23). Since each inquiry would receive a response in a matter of seconds, most ILL requests could be obtained in 24 hours.

From the data stored in machine readable form, it also would be possible to print a book catalog with author, title, and subject headings, listing all of the books in libraries statewide. A printed catalog would be of great utility to smaller libraries where the installation of a remote console could not be justified. The printed catalog could also be used as an interim ILL tool until a remote console network was set up.

Currently, fewer than 100 requests are handled daily by the FPLS. At this level of activity, the manual procedures outlined in the previous section of this report are undoubtedly the best way to proceed. However, with an expedited system of interlibrary loan, using the speed and convenience of direct telephone service, the volume of requests for ILL will rise substantially.

The increase in interloan is only one factor to consider in assessing the costs and benefits of using the computer. At the present time, the Union Catalog requires a steady and ever-increasing amount of filing. Book purchasing throughout the State is growing, particularly in the colleges and universities. We believe that without mechanization, this file will very soon begin to overwhelm the FPLS. Automating the Union Catalog will overcome this problem and open the door to effective use of the State Library.

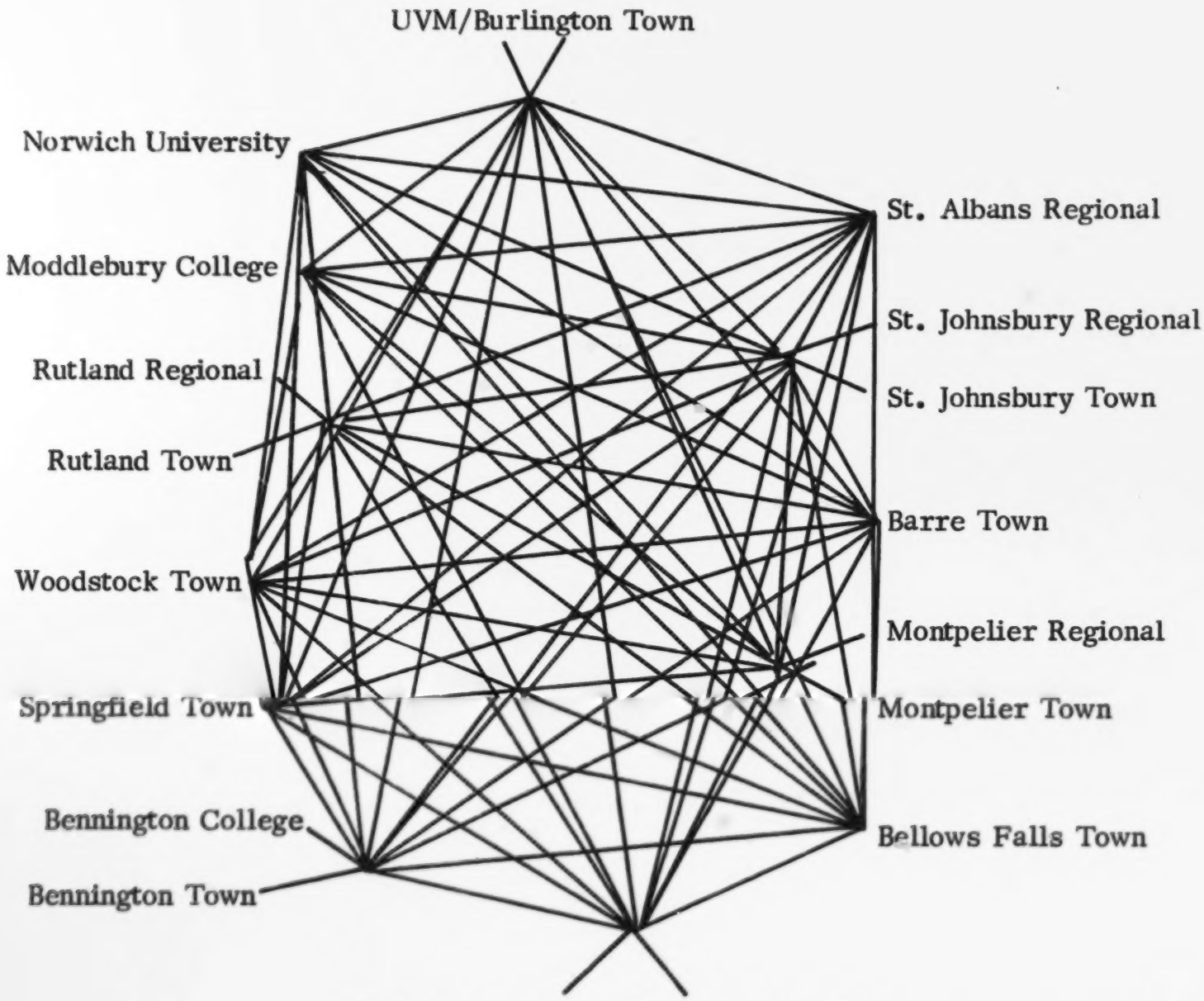


FIGURE 7 FUTURE ILL SYSTEM INVOLVING REVISED ILL SYSTEM PLUS THE UNION CATALOG PRINTED IN BOOK FORM IN EACH LIBRARY

We recommend that the Union Catalog be placed on tape or disc, and that the following approach to implementing this recommendation be taken:

- Use MARC tapes to provide for input for current material. New Hampshire and Vermont might well wish to share the cost of procuring MARC tapes.

- Place back holdings of key libraries on tape. This is expensive, but necessary to the strength of the new Union Catalog.

- Use both manual and computerized catalogs for five years. At the end of this time, the older catalog can be destroyed.

- Add special collections from time to time to the computerized catalog.

The importance of this approach is that the built-in obsolescence of the existing Union Catalog should not be carried over into a computerized effort. A program as outlined should provide for a file which will become increasingly effective with each passing year. This tool is indispensable to the educational effort of the State of Vermont.

F. BOOKMOBILE SERVICE

The current administrative framework under which the bookmobile service is operated does not result in the optimum use of scarce resources. Operation of the bookmobile service is the primary function of each of the five regional offices. For the numerous small libraries in Vermont, the bookmobile service is potentially a very important element in the overall system of interlibrary cooperation. The smaller libraries have come to rely very heavily on the bookmobile as a means of supplementing their own limited collections.

The bookmobile was originally conceived as a means for bringing direct reader service to communities having no library. However, it has assumed so many other functions that it is no longer very effective at any of them. Currently, the regional libraries serve as many as 30 bookmobile "routes." Each route takes a day to complete and involves, on the average, two to four stops. Bookmobiles are staffed by a clerk-driver and a librarian. At each stop, the local librarian selects books which she would like to borrow for her library, and the bookmobile staff checks in the returned books and checks out the books to be borrowed. In addition to serving the small public libraries, the bookmobile also serves some public school libraries under contract to the Vermont Education Department. When as many as 30 routes are served, and one adds to this days which must be spent at the regional library for packing and unpacking the bookmobile, it becomes evident that with 20 working days in the average month, each route can be served on the average only six times per year.

We recommend that the number of bookmobile stops be reduced to a minimum and that each stop be visited twice a month. This can be done, as has been done in the Rutland region, by replacing some of the bookmobile stops with monthly book selection meetings held at the regional library. Books selected are then delivered to the participating library by station wagon. Not only does this approach permit the bookmobile to make fewer stops

more frequently, with better use of the bookmobile staff, but it also permits greater use of the bookmobile in direct reader service to areas with only marginal libraries or no library service at all. Whenever it is possible to increase use of the bookmobile for direct reader service by scheduling book selection activities at the regional office, this should be done.

G. RESOURCES

It is important to build resources on several levels. The network should tie together the resources of existing libraries; the communication devices and the inventory tools (computerized Union Catalog and Union List of Serials) should indicate what the existing resources are and where they exist; and the administrative network should provide the material when needed and where needed.

Vermont has the problem of lacking adequate book resources to cope with general reader requests. It also, and particularly, lacks materials for research at almost any level.

One of the important research tools available today is the periodical. It is vital to student and faculty research. We recommend that a collection of periodicals on microfilm be established at the FPLS. The collection would be comparatively inexpensive to maintain once established. Back runs should be extensive and holdings should complement those of Middlebury College, the University of Vermont, and the major public libraries in the State. Printouts could be provided on reels shipped to libraries which have, or will have, microfilm readers or reader/printers. Twenty thousand dollars would go a long way to establishing a research tool unequaled in the state. A Union List of Serials could be maintained to inform readers of what periodicals are available and where they are held.

At the FPLS, steps should be taken to develop sophisticated ways of conducting bibliographic searches. Use of abstracts and indices available on tape (more will be available soon) will allow for detailed searching. This is a valuable tool for the professional man, businessman, student, and faculty member. It should be offered in such a way that it complements, but does not duplicate, the Technical Services Program being developed in Vermont and in the other New England states.

A systematic review of holdings should be undertaken and some subject specialization developed within the public libraries of the State. Coverage in depth can only be achieved if different libraries will specialize in different subject areas and make their resources available to each other.

H. BUDGET AND STAFF

1. Budget

Implementation of the recommendations we have outlined will involve an additional operating cost of about $240,000 in the first year, as shown in Table 3. Eliminating

one-time charges, the operating cost for each succeeding year would be approximately $200,000.

Under Title III, federal funding is available, and plans call for this funding to continue on an ascending scale over a period of years. We recommend that the State of Vermont provide the difference between the allocated federal funds and the total required funds.

TABLE 3

BUDGET FOR CHANGES IN ILL

Staff salaries and fringe benefits	$77,500
Grants to regional resource centers.	37,500
Grants and service payments to state resource centers	20,000
Teletype, telefacsimile, and telephone	20,000
Truck. (This is a one-time charge.)	2,500
EDP. (If the state computer and its operating staff are available to FPLS at no charge, reduce this figure by $10,000.)	15,000
System design for Union Catalog and Union List of Serials. (This is a one-time charge, based on the assumption that the system design will be developed by a commercial firm, but that programming will be developed by the state.)	20,000
Supplies, furniture, and equipment.	5,000
Travel and postage.	2,500
Microfilm periodicals. (This is a one-time charge. Succeeding budgets should be 20% of this figure to cope with current subscriptions.)	20,000
Centralized processing experiment.	20,000
Total	$240,000

2. Additions to Staff

We recommend the following additions to the library staff:

- Library consultant–coordinator for all types of libraries.
- Library consultant–would supervise mechanization of the Union Catalog and Union List of Serials, development of computerized bibliographic searches, and establishment of relationships with NASA, Technical Services Program, and other existing programs in order to make full use of these services.
- Clerk-driver–one for each of the four regional offices. Shift of the bookmobile program to a public service orientation will require this.
- Senior clerk and four keypunch operators–needed to prepare input for the Union Catalog and Union List of Serials.
- Driver for the delivery program established in one region.

I. CONCLUSION

Even though satisfaction with ILL service was expressed by a large percentage of the librarians involved, we feel that it falls far short of its potential. While those who ask for the service usually eventually receive the material requested, we are convinced in the light of past experience that the program is meeting only residual needs and that when speed is necessary or research material required, the search generally bypasses the state library network. A revised network eliminating some administrative steps and expanded to include all types of libraries, should allow the program to be upgraded.

Eventually, centralized book ordering and processing should be offered libraries in Vermont. It has proven itself a worthwhile service elsewhere and will do so for Vermont too. It is not a priority item, and in view of the limited volume of processing, we recommend contracting with an established center for this service.

Our conclusions may be at variance with some of those expressed in responses to the questionnaire and in the interviews. These were extremely useful in giving us a clear picture of the present library service picture in Vermont, but our projections and recommendations were based on our experience in the library profession and the field of management services. The comments and suggestions of the librarians we questioned have been summarized in this report, so that it is readily apparent which of our recommendations differ from theirs.

II. SERVICE TO THE HANDICAPPED

A. PRESENT SITUATION

1. Program of Service

Although there are a number of organizations devoted to serving the handicapped, it is only the Division for the Blind and the Visually Handicapped of the Department of Social Welfare which is concerned with providing library services to the handicapped in the State of Vermont. The recent amendment to the Pratt-Smoot Act authorizing the Library of Congress to extend its services to the blind to any handicapped person certified as unable to read normal printed material because of physical limitation has as yet had little impact on the Division. Thus far only some 20 individuals have been certified as physically handicapped, although not legally blind. Therefore, the present service is essentially to the legally blind. It is free of charge and consists primarily of a talking book program established with the New York State Library at Albany, one of two regional libraries for the handicapped serving New England.

2. Users

Table 4 shows the number of legally blind persons registered in Vermont and indicates how many currently are making use of the various types of special reading materials provided free of charge by the Library of Congress. Seventy four percent of the legally blind have talking book machines, and 53% borrow talking books via the method established by the State. Others presumably obtain talking books from other sources. The annual circulation of talking books includes periodicals and averages about 44 books per reader.

Only 2% of the legally blind use Braille. This small percentage is quite understandable, since only 10% of the legally blind are totally blind and of that group only one half read braille. Although braille is taught to totally blind children, frequently the onset of blindness is in later years when it may be difficult to learn braille. With increasing numbers of the population in the older age group, the percentage of the totally blind reading braille will probably remain small.

The circulation figures for tapes indicate relatively little use. Use has been restricted by the fact that borrowers must provide their own machines. However, tapes are the usual form for specially transcribed material and their use is likely to grow in the future. It is entirely possible that tapes may some day replace talking books, provided a suitable machine can be developed. They are far less bulky and costly to store and transport, and they have the additional advantage of ease of duplication so that a collection of tapes can be maintained and always available to borrowers via duplicates which can be erased upon return.

TABLE 4

STATISTICAL SUMMARY OF SPECIAL MATERIALS USERS AND CIRCULATION IN VERMONT

Registered Legally Blind as of December 31, 1966	695 (1)
Talking Books	
Machines in service	515 (2)
Registered users (Albany)	
Adults	357 (3)
Children	5 (3)
Institutional	5 (3)
Circulation 1966 - 67	16,000 (including magazines) (3)
Braille	
Registered users (Albany)	
Adults	11 (3)
Children	2 (3)
Circulation 1966 - 67	900 (3)
Tapes	
Circulation 1966 - 67	74 (3)

1. Figure from Miss Virginia Cole, Director, Division Services to the Blind, Department of Social Welfare, State of Vermont, Montpelier.

2. Figure from Mrs. Margaret Lyon, Special Services Consultant, Division Services to the Blind, Department of Social Welfare, State of Vermont, Montpelier.

3. Figure from Mrs. Bettina Wolff, Library for the Blind, New York State Library, Albany, New York.

3. Certification and Initiation of Program Participation

Certification of an individual as legally blind is handled by the Division of Services for the Blind and Visually Handicapped. To a certain extent this certification depends upon the initiative of the blind person, although doctors and social workers, for instance, may initiate it. Certification is required by the Library of Congress in order to obtain the use of a talking book machine (a special slower-speed record player) and reading materials in the form of talking books (records), braille, or tapes. The talking book machines are delivered by Services for the Blind and serviced by The Telephone Pioneers of America, a group of telephone company volunteers.

Once a talking book machine is delivered, an initial set of three talking books are provided and the blind person is put in touch with the New York State Library in Albany, the source for Vermont residents of materials supplied by the Library of Congress. From then on, the blind person deals directly with Albany in obtaining and returning talking books, and the extent to which he uses this resource is up to the individual. There is no expense involved for the blind person since even mail service is free.

4. Potential Users

As stated above, present library service to the handicapped is essentially to the legally blind. The expansion of service to include other types of physical handicaps involves primarily the visually handicapped (the near blind), individuals who have lost both arms or all fingers, those in iron lungs or other respiratory devices, and victims of cerebral palsy, multiple sclerosis, muscular dystrophy, Parkinson's disease and other crippling ailments.

It is extremely difficult to arrive at precise counts of individuals who have these various types of physical impairment and almost impossible to predict how many would be interested in using special library services. Only the legally blind are registered and therefore counted, but the Library of Congress estimates that the number registered may be only one fourth the number of individuals who could be certified as legally blind if they so desired. Table 5 shows one set of estimates for these categories of physical impairment on a national basis. There is no reason to assume that Vermont would have a disproportionate number in any of the categories. Therefore, Table 5 also gives estimates of the number of Vermont residents in each category, extrapolated from the national estimates on the basis of the latest population projections. For planning purposes, these figures are adequate.

It is interesting to note that 81% of the estimated number of blind persons in Vermont are registered. We may similarly expect a high proportion of other physically handicapped persons eligible for special library services to apply for certification so that they can use these services. On the basis of age groups, the nature of the handicaps, and the proportion of the blind who register, it is estimated that nationwide only 10 - 25% of such persons will apply for certification. In Vermont, however, it seems reasonable to anticipate that 25% or more of the 2783 persons in this category will apply.

TABLE 5

VERMONT RESIDENTS ELIGIBLE FOR THE SERVICES OF A REGIONAL LIBRARY FOR THE HANDICAPPED

Disability	National (1)	Vermont (2)
Blind (3)	420,000	857
Visually Handicapped	600,000	1224
Loss of both arms or all fingers	12,700	26
In iron lungs or other respiratory devices	1,600	3
Victims of cerebral palsy, multiple sclerosis, muscular dystrophy, Parkinson's Disease and other crippling ailments	750.000	1530
Total	1,784,300	3640

1. Talking Book Topics, published for the Library of Congress by the American Foundation for the Blind, Washington, D. C., January 1967, p. 4.

2. ADL estimates.

3. Registered: National, 100,000; Vermont, 695
(Figure obtained from Miss Cole, Director, Division Services to the Blind, Department of Social Welfare, State of Vermont)

If 25% applied for certification, this would mean 696 more users. Combined with the 367 users of talking books currently registered at Albany, the total would be 1063, an adequate number for the establishment of a new regional library for the handicapped in Vermont. We believe that this level of service will be reached within three years.

5. Characteristics of the Handicapped Which Affect Use of Library Service

a. The Legally Blind

In general, the legally blind are a cross-section of the total population in terms of sex, intelligence, and educational levels attained, but a higher proportion are in the older age group. They are differentiated from the rest of the population in that they cannot use conventional printed materials. They are more dependent upon special library services to provide reading materials in the form of talking books, braille, or tape. Nevertheless, there are those who for various reasons do not avail themselves of these services and might not do so even under optimal conditions. Among those who do, the majority are content with the material obtained from Albany. They tolerate minor frustrations due to distance from the source, delays in obtaining desired books, uncooperative mailmen and other inconveniences associated with not being able to use local public libraries.

b. The Visually Handicapped

The visually handicapped or near-blind closely resemble the blind in general characteristics but probably are even more concentrated in the older age group since failing eyesight occurs with age. In terms of appropriate library materials, this group requires much the same forms as the blind with the exceptions of a lesser use of braille and a greater use of large print. The chief distinction between the blind and the near-blind arises from an unwillingness on the part of many of the latter to acknowledge their diminished vision. This will be the most difficult group to reach in order to provide them with the special service. On the other hand, this group may benefit the most from having special materials available through conventional public library sources.

c. The Physically Handicapped with Normal Vision

The physically handicapped who do not suffer from visual impairment can actually be considered as one group. The problem that they face is not one of requiring material in special form because they either cannot see or have difficulty seeing. Rather, their problem in using conventional library materials arises from their inability to manipulate the materials. Taken as a whole, this group again is a cross-section of the general population with a greater proportion probably in the upper age bracket despite the fact that some of the diseases involved tend to shorten life expectancy. In early stages or in periods of remission of some of the crippling ailments, individuals may be able to handle books and periodicals with comparative ease. However, as a group these people need page turners or other special devices to enable them to cope with conventional printed materials. While they have no need of braille

or large print unless they also have impaired vision, they can certainly make good use of talking books and tapes, especially since page turners are somewhat imperfect devices. Of course, talking book machines require some modification enabling those with manipulative problems to use them.

B. RECOMMENDATIONS

1. Interim Agreement with Albany

Until such time as Vermont is ready to establish its own library for the physically handicapped, we recommend an interim agreement with the New York State Library in Albany. Under this agreement, Albany would be paid $16 annually for each handicapped Vermont resident making use of Albany's regional resources in the course of the year. (In 1968, this amount will be paid by the states of Massachusetts and New Hampshire to defray the cost of operating the regional library at Perkins Institute in Massachusetts, an increase from the current fee of $10.) With some 400 Vermont users registered at Albany, not all of whom may be active, the cost to the State of Vermont for 1968-69 would be $6400. This amount should be budgeted with a reserve to handle increased readership over the next two or three years so that service would not be denied new registrants.

A library consultant for the physically handicapped, a member of the FPLS staff, should be responsible for coordinating the program effort on a statewide basis, concluding arrangements with Albany, selecting specialized materials, and being responsible for maintaining a program of user certification to be discussed later in this chapter.

2. Establishment of Vermont State Library for the Handicapped

Library service to the handicapped in Vermont will undoubtedly grow over the next several years as more of the physically handicapped become aware of the availability of special materials from the Library of Congress and the extension of certification to include the physically handicapped in services heretofore designated for only the legally blind. The number of new users may soon justify the establishment of a new regional library. At the outset, Vermont should prepare to provide library service to the handicapped which is as much like conventional library service as is feasible. This point is stressed in *The COMSTAC Report,*[1] which establishes standards for library services to the blind and visually handicapped. When a regional library is established, it must be a division of the FPLS. The Library Services and Construction Act requires that a regional library for the handicapped be part of a state library system, but this is also imperative from a functional viewpoint. The main weakness of the current system is the lack of adequate communication between the handicapped borrower and the regional library. If this is to be overcome, the total library system must be involved, with local public libraries as the critical link between borrower and collection.

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1. Commission on Standards and Accreditation for Service to the Blind.

When Vermont can demonstrate a near-term potential of 1000 handicapped readers (possibly 3 years), can present a plan for establishing a regional library (including space and budget provisions) which assures that all interested agencies will be given the opportunity to participate, and can show enthusiastic support for this endeavor, the Library of Congress will provide an adequate library of talking books and books in braille and on tapes, following approval of the plan. The exact number of titles and volumes of each type is tailored to regional needs. Modifications based on usage can be worked out with the Library of Congress. For example, it might be advisable to continue indefinitely the arrangement with Albany for the few readers of braille. Since the number is not likely to change very much from the current total of 13 (Table 4), it might be unwise to duplicate Albany's braille collection, particularly in view of shelf space limitations.

Thus, in order to have at least a major part of a regional library of special materials available for its handicapped residents, Vermont must supply only space and staff. In order to tie this special library into the FPLS system, it is important that the collection for the handicapped be housed if possible with the FPLS. Space should be a part of the new library facility planned for Montpelier. Two rooms totaling approximately 10,000 square feet of space would be adequate. A staff of three (the library consultant and two clerks) should be able to handle the volume of activity generated by 1000 users, and annual operating costs would run approximately $40,000.[1]

With careful advance planning and at only moderate cost, Vermont can be in a position to offer improved library service to its handicapped readers. Although the present service from Albany appears adequate, improvements in service can be realized by the use of local libraries and the established interlibrary loan network to improve communications and speed up the delivery of material. Also, there will be fewer readers drawing on one resource so that desired material will be more readily available.

FPLS should bear in mind that the Library of Congress does not provide large print books. Many of the physically handicapped now qualifying for special library services are able to read large print books. Therefore, prior to negotiating a regional library with the Library of Congress, FPLS should begin to build a central collection of large print books which can be borrowed at the local libraries via interlibrary loan. This will constitute an important element of the regional library when it becomes a reality and will also demonstrate to the Library of Congress an active interest in providing special materials for the handicapped. Library Services and Construction Act funds can be used by the FPLS to acquire materials in large print as well as other resources such as projected books, projectors, and page turners, items not available from the Library of Congress but useful components of an adequate program of library service to the physically handicapped. A special catalog, printed from holdings and stored on magnetic tape, should allow for up-to-date listings to be available at each public and university library, as well as at other institutions in the state.

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1. The COMSTAC Report estimates costs of $25 per blind or visually handicapped person.

In planning to establish the regional library, it must be remembered that the library service involved is not quite the same as conventional library service. The regional library and other libraries in FPLS will need to work together to modify certain procedures and establish others in order to provide good library service for the handicapped. Specifically, we suggest the following:

- Since it is difficult for the handicapped to know what is available and to locate desired items, there needs to be a central reference system which encompasses private as well as government agency sources other than the Library of Congress.

- At the state level, a concerted effort should be made to reach potential users and to publicize the availability of special materials and equipment. Organizations dedicated to the service of those suffering from different types of handicaps undoubtedly can and will assist in this type of endeavor. The National Multiple Sclerosis Society has already assumed the initial distribution of talking book machines to eligible patients and instruction in their use.[1] Other organizations are undoubtedly embarking on similar activity.

- A volunteer program principally to transcribe otherwise unavailable material can function at either the state or local community level. However, it should be coordinated at the regional library so that whatever is transcribed can be retained and cataloged. At least at the regional library, equipment for alternate modes of transcription should be available, i.e., a braille typewriter and a large print typewriter as well as tape recorders and a tape duplicator.

- An interlibrary loan system is central to the entire plan. It will be important for an individual borrower to be able to obtain information from, and relay requests to, the regional library via the local library. The mechanics of obtaining and returning material should be flexible and allow for either direct mailing or use of the local library. Ideally, when delivery is widespread, the need for the disabled person to mail material can be eliminated. This can be done anyway in some areas with the local librarian working with volunteer groups to arrange for pickup and mailing.

- Provision must be made either at the state or local level for selection by a librarian and distribution of material at desired frequency to the handicapped readers who prefer this service. This entails a small amount of record keeping.
- Just as there is a reserve system for the sighted user of conventional library materials, at the regional library there should be a reserve system for the handicapped.

1. Charles Gallozzi, "New Hope for the Handicapped," Library Journal, vol. 92, no. 7, April 1, 1967.

Table 6 presents the estimated costs of establishing an interim arrangement with Albany in 1968 and 1969 and of developing a regional library in 1970.

In Sections 3 and 4, recommendations are made as to the manner in which community libraries can begin to help the handicapped. If a Vermont regional library is to become a reality, FPLS must reach out into the community with publicity and alter certification procedures.

TABLE 6

BUDGET FOR CHANGES IN SPECIAL LIBRARY SERVICES TO THE HANDICAPPED

1968 and 1969		
	Library consultant for the physically handicapped	$10,000
	Payment to Albany on a use basis	12,500
	Travel, publicity, accession list, etc.	2,500
	Large print books and audio-visual materials	10,000
	Total	$35,000
1970	(when we expect the establishment of the regional library will be justified)	
	Staff and fringe benefits	$22,500
	Service contracts, including Braille	2,500
	Resource materials	12,500
	Travel, catalogs, etc.	2,500
	Total	$40,000

3. Certification

As an initial step in removing the artificial distinction between the handicapped and the users of conventional public library facilities, a simple procedure should be established whereby public librarians can certify those who qualify for the special library services to the handicapped. This will help to build readership by removing any stigma which may be

associated with having to contact a welfare agency for certification, and is entirely feasible. The Library of Congress has in fact liberalized certification procedures so that certifying agents may be any professional individuals who are not relatives. The Division for the Blind and the Visually Handicapped has indicated a willingness for FPLS to assume this responsibility. The Division would maintain the important functions of rehabilitation, counseling, and social service.

4. Assistance at the Local Level

Prior to the establishment of a regional library, various other steps can be taken to involve handicapped readers in at least the FPLS segment of their respective communities and to begin to tailor library service to their needs. In conjunction with the various societies and associations devoted to serving the physically handicapped, local libraries can help publicize the ease with which the handicapped may be certified to have access to these library resources. Many of the handicapped who now qualify are undoubtedly unaware of this opportunity and could learn of it possibly through something as simple as friends reading signs in their local libraries.

Librarians can begin to integrate the physically handicapped with the users of conventional library services by being available to assist the handicapped readers in obtaining materials as well as in the certification process. Distribution of talking book machines could be initiated by local libraries. It should be possible also to obtain the Catalog of Talking Books for the Blind. Current issues of *Talking Book Topics* and *Braille Book Review* are already being sent to a large number of local libraries. These are distributed to the handicapped in printed form, so it may be quite valuable for the handicapped reader to be able to visit or telephone a local library to discuss resources for material. This would accustom the handicapped in advance to the ultimate availability at the local level of a catalog of the Vermont regional library holdings which could be obtained via interlibrary loan procedures with the option of mailing material direct from Montpelier to borrowers. Librarians will be central to a coordinated volunteer program which should be started to provide for the transcribing (and ultimate retention at the state level) of desired books not available in special form. These volunteers could perform certain other services, such as pick up and delivery of books to those whose physical impairments prevent their coming to the library.

The involvement of the handicapped with their local libraries in searching for, and obtaining from various sources, items of special material will also pave the way for the establishment of a flexible system for servicing reader needs on an individualized basis once a Vermont regional library exists. The handicapped can indicate to their local librarians whether they prefer to request books or to have them sent automatically at defined time intervals and in specified subject categories. Using the ILL communications network it should be no problem to determine quickly the status of selections for either type of borrower. For the former, if a book is not available, the borrower's name can be placed on a reserve list. At present it should be possible through the use of a telephone charge card system for librarians to contact Albany on behalf of the handicapped in order to facilitate such matters.

5. Other Considerations for the Future

In future planning for new library facilities, consideration should be given to fullest utilization by the handicapped. Buildings should be made accessible by ramps, for instance. At least in the larger cities and towns, a special room for the handicapped should be provided where either individuals or small groups could listen to tapes or talking books. Special material could also be taped on request in this room, and sighted persons might use the room as well to listen to recorded music.

The provision of a facility for listening to tapes would be a valuable service, since the Library of Congress is still investigating experimental models of suitable tape machines for distribution to the handicapped. Many of the handicapped do not possess their own equipment and are, therefore, limited in their use of tapes. Conceivably the use of tapes will be more prevalent in the future. A collection of tapes can be kept intact and always available by sending duplicates to borrowers.

In restructuring the bookmobile program to apply more strictly to direct reader service, perhaps it will be possible to extend this program to include especially those of the physically handicapped who have no other means of obtaining library materials. This number should be sufficiently small to impose little additional strain on the bookmobile service to communities without public libraries.

III. A NEW ENGLAND LIBRARY NETWORK[1]

Although our work was concerned directly with library service within Vermont, it has become increasingly apparent to us that the possibilities of a more far-reaching network of libraries should be considered. The logical extension, in terms of geography and patterns of service, would be a library network encompassing all of New England. While the crossing of state boundaries will undoubtedly raise some problems, the advantages are too great to be ignored.

A. NEED

Population statistics indicate that as of 1960, the New England region contained 10.5 million persons. It is projected that by the year 2000, this figure will reach 16.2 million.[2] Population in general is already centered in urban areas, and in the ensuing decades, urban and suburban areas will continue to draw increased shares of the population (76% in 1960, 86% projected for 2020). Urbanization will facilitate the dissemination of library materials, but each state will still face the need to serve its rural populations through improved methods of communication.

While each state in the area has its own individual economic characteristics, certain factors distinguish the region as a whole. More than other parts of the country, New England has a high emphasis on service industries as opposed to resource and manufacturing activities. These service industries include construction, finance, insurance, real estate, goverment (including education), and private services, all of which rely on libraries in one way or another as sources of information. This segment of the economy is expected to continue its expansion and will account for the highest percentage of the labor force in the decades to come.

These factors point toward the homogeneous character of the New England states in regard to economic scales. Transportation also links the states together through a good network of highways, bus service, and air transport. Even in the field of library service, small-scale efforts have begun; these include the New England Library Association, a forum for discussion of common problems and ideas, and, even more impressive, the New England Board of Higher Education, engaged in setting up a technical processing center for New England colleges, on a grant from the Council on Library Resources.

These activities, however, have only scratched the surface of the type of cooperation which could exist. Each state in the region contains certain large library resources. These include the collections of large universities, extensive state libraries, and certain special libraries. Through the use of interlibrary loan, some of these resources are being used, but in a somewhat haphazard fashion and to a relatively small extent.

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1. The material in this chapter was presented in a library study by Arthur D. Little, Inc., for the Commonwealth of Massachusetts, 1967.
2. These and ensuing statistics were obtained from Projective Economic Studies of New England, a report by Arthur D. Little, Inc., to the U.S. Army Engineer Division, New England Corps of Engineers (1964-1965).

B. PRELIMINARY REGIONAL CENTER

The establishment of a New England Regional Library Center will be a substantial project and will require considerable planning. The most immediate need is to develop strong library networks within each state. A strong Vermont network is, of course, the major concern of this report. Improvement in state-wide library service will be the continuing goal of those concerned with library administration in Vermont. While these improvements are being made, however, there should be a concomitant effort to improve cooperation among the New England states. This cooperation should be deferred until all aspects of a sophisticated system can be worked out. We suggest that the representatives of the library agencies of each New England state get together as soon as possible to organize preliminary cooperative efforts. These measures should include consideration of:

- Teletype connections between each state library center, which would be of great use when dealing with interlibrary loans which involve the resource libraries of each state.

- Communication with the library network of New York State; many new programs are being instituted in New York to tie together the resources of all libraries in the state – public, academic, and special – as well as to maintain better interaction with other states. As New York programs develop, it would seem to be an excellent time for the New England states to be in close communication with their neighbor and share in the benefits of cooperation.

- Transmission units for each state library agency, which would permit the rapid transfer of printed material between the central library offices of each state and from them to local users and also would permit a tie-in with the New York FACTS system, which links together the major academic institutions of that state.

C. EXPANDED REGIONAL CENTER

Following this initial stage of basic cooperative activities, the regional organization should be expanded and/or reorganized into a formal entity. We suggest that it might deal with the following activities:

1. Information Retrieval

The regional center would serve as a computerized clearinghouse for interlibrary activities. It would coordinate ILL searches for the region and would maintain an appropriate balance between use of the major resource centers. Through statistical records, requests would be channeled to as many different libraries as possible, and the excessive ILL burden now placed on the largest libraries would be reduced.

Pilot projects could be introduced in the use of facsimile transmission and other types of rapid communication. The center would maintain communication with national library agencies, such as the Library of Congress, National Library of Medicine, and the Center for Research Libraries.

2. Studies of Library Use

The regional center could also function as a research center, performing studies on the subjective issues facing libraries today, such as why people do or do not use public libraries. The center could study methods of stimulating reader interest and new methods of bringing library materials to the public. These would be extensive projects which might be substantially funded by the Federal government, through such agencies as the Bureau of Research, which has a present appropriation of $3.5 million for library research.

D. ORGANIZATION AND FUNDING

To function efficiently and provide the indicated services, the center should be operated as a distinct organization with full-time employees, rather than as a committee effort. A board of trustees should be instituted, composed of the participating state librarians and other leaders in the library field in New England. The director of the regional center would be accountable to the board.

Funding could proceed on several bases. Participating libraries might be charged fees according to the size of their library and/or their use of the center. There might be state appropriation based on population, which would be part of the states' contribution to public library service. The latter would be more effective, since it would encourage all libraries to participate in a service which was automatically made available to them.

Many legal questions would occur, of course, in the establishment of such a center. We feel that the representatives of the participating state library networks should appoint a planning committee. This committee should include lawyers who would be able to work out the necessary details relative to a board of trustees and the accompanying legal responsibility, organizational structure, and funding. Action on this project should begin as soon as possible.

APPENDICES

APPENDIX A

VERMONT LIBRARY STATISTICS

Part 1: Free Public Libraries

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
1	Addison				0.6
2	Albany				0.6
3	Alburg	4	2	8	1
4	*Andover	1		1	0.2
5	Arlington	14	33	502	2
6	East Arlington	5	3	15	
7	Athens				0.1
8	Averill				0.1
9	Bakersfield				0.7
10	Baltimore				0.1
11	Barnard	3	2	6	0.4
12	Barnet	7	6	42	1
13	Barre (City)	60	33	1,980	10
14	Barre (Town)	2	2	4	5
15	Barton	9	5	45	3
16	Barton (Orleans)	10	16	160	
17	Belvidere				0.2
18	Bennington	31	66	2,046	
19	Bennington (North)	11	20	220	13
20	Bennington (Old)	3	2	6	
21	*Benson	4	3	12	0.5
22	Berkshire				1
23	Berlin				1
24	Bethel	5	8	40	1
25	Bloomfield				0.2
26	Bolton				0.2
27	Bradford	6	15	90	2
28	Brandon	26	30	780	3
29	Braintree				0.5
30	Brattleboro	70	120	8,400	12
31	Bridgewater				0.8
32	Bridport				0.7
33	Brighton (Island Pond)	5	2	10	2
34	*Bristol		12	12	2
35	*Brookfield		1	1	0.6
36	Brookline				0.1
37	Brownington				0.6
38	Brunswick				0.1

Note: Communities not reporting in either year have been left blank.
*1965 data used; 1966 report not received as of date of compilation 4/15/67.

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
39	Burke	5	1	5	1
40	Burke (West)	1	3	3	
41	Burlington	46	93	4,278	36
42	Cabot	8	9	72	0.8
43	Calais				0.7
44	*Cambridge	1		1	1
45	*Cambridge (Jeffersonville)	4	3	12	
46	Canaan	2	3	6	1
47	Castleton	6	10	60	2
48	Cavendish (Branch)	7	5	35	1
49	Charleston				0.7
50	Charlotte				1
51	Chelsea	10	11	110	1
52	Chester	10	10	100	2
53	Chittenden (School & Town)	4	18	72	0.5
54	*Clarendon	1		1	1
55	Colchester	6	7	42	5
56	Concord				1
57	Corinth (East)	7	9	63	1
58	*Cornwall	1	1	1	0.8
59	Coventry	4	4	16	0.5
60	Craftsbury	7	9	63	0.7
61	Craftsbury (East)	12	16	192	
62	Danby (Mt. Tabor)	13	6	78	0.9
63	Danville				1
64	Derby	7	7	49	3
65	Derby (Line)	15	23	345	
66	Dorset	8	8	64	1
67	*Dorset (East)	2		2	
68	Dover	3	1	3	0.4
69	Dummerston				0.9
70	Duxbury				0.5
71	East Haven				0.2
72	East Montpelier				1
73	Eden				0.4
74	Elmore				0.2
75	Enosburg	8	8	64	2
76	Essex	10	45	450	7
77	Fairfax	2	12	24	1
78	Fairfield				1
79	Fair Haven	12	13	156	2
80	Fairlee	8	10	80	0.6
81	Fayston				0.2
82	Ferdinand				0.1
83	Ferrisburg				1
84	Fletcher				0.4
85	Franklin	4	4	16	0.8

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
86	Georgia	2	5	10	1
87	Glastonbury				
88	Glover	2	1	2	0.7
89	*Glover (West)	1		1	
90	Goshen				0.1
91	Grafton	9	6	54	0.4
92	Granby				0.1
93	Grand Isle	6	4	24	0.6
94	Granville	3	2	6	0.2
95	Greensboro	13	6	78	0.6
96	Groton	2	2	4	0.6
97	Guildhall				0.2
98	Guilford	5	1	5	0.8
99	Halifax				0.3
100	Hancock	3	1	3	0.3
101	*Hardwick	5	17	85	2
102	Hardwick (East)	3	4	12	
103	Hartford	4	3	12	
104	Hartford (Quechee)	2	2	4	
105	*Hartford (West)	5	1	5	6
105B	Hartford (Wilder)	4	4	16	
106	Hartford (White River)	8	10	80	
107	Hartland	5	8	40	
107A	Hartland (Four Corners)	4	1	4	2
108	Hartland (North)	2	1	2	
109	Highgate	2	3	6	2
110	Hinesburg				1
111	Holland				0.4
112	Hubbardton				0.2
113	Huntington				0.6
114	*Hyde Park		5	5	1
115	Ira				0.2
116	Irasburg	6	15	90	0.7
117	Isle La Motte	2	1	2	0.2
118	Jamaica				0.5
119	Jay				0.2
120	Jerico				1
121	Johnson				1
122	Kirby				0.2
123	Landgrove				0.1
124	Leicester				0.6
125	Lemington				0.1
126	Lincoln				0.5
127	Londonderry (South)	6	3	18	0.9
128	Lowell	1	1	1	0.6
129	Ludlow				2
130	*Lunenburg		5	5	1
131	Lunenburg (Gilman)	3	3	9	

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
132	Lyndon	19	26	494	3
133	Maidstone				0.1
134	Manchester	31	15	465	2
135	Marlboro				0.3
136	Marshfield	7	3	21	0.9
137	Mendon				0.5
138	Middlebury	15	21	315	5
139	Middlebury (East)				
140	Middlesex				0.8
141	Middletown Springs	2	2	4	0.4
142	Milton	4	8	32	2
143	Monkton	1	1	1	0.6
144	Montgomery	2	1	2	0.9
145	Montgomery Center	6	4	24	
146	*Montpelier (Kellogg Hubbard)	37	91	3,361	9
147	Moretown				0.8
148	Morgan				0.3
149	Morristown	15	35	525	3
150	Mt. Holly	3	1	3	0.5
151	Mt. Tabor				0.2
152	Newark				0.2
153	*Newbury	14	4	56	1
154	Newbury (Wells River)	4	4	16	
155	Newfane	3	4	12	0.7
156	New Haven	3	4	12	0.9
157	Newport City	9	26	234	5
158	Newport Town				1
159	Northfield	17	12	224	5
160	North Hero				0.3
161	Norton				0.2
162	Norwich	6	5	30	2
163	Orange	2	3	6	0.4
164	Orwell	6	8	42	0.8
165	Panton				0.4
166	Pawlet				1
167	Peacham	6	6	36	0.2
168	Peru				0.2
169	Pittsfield				0.3
170	Pittsford	9	14	126	2
171	Plainfield	10	7	70	1
172	Plymouth				0.3
173	Pomfret				0.6
174	Poultney	11	17	187	3
175	Pownal	9	4	36	2
176	Proctor	21	25	525	2
177	Putney	7	11	77	1
178	Randolph	16	28	448	3
179	*Reading		7	7	0.5

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
180	Readsboro	6	8	48	0.8
181	Richford	6	7	42	2
182	Richmond	10	7	70	1
183	Ripton	1	1	1	0.1
184	Rochester	8	14	112	0.9
185	Rockingham (Bellows Falls)	46	95	4,370	6
186	*Rockingham (Saxtons River)	2	2	4	
187	Roxbury				0.4
188	Royalton (South)	6	9	54	1
189	Royalton (Branch)	3	1	3	
190	Rupert				0.6
191	Rutland City and Town	64	147	9,408	20
192	Ryegate	1	1	1	0.9
193	Ryegate (South)	3	3	9	
194	St. Albans City and Town	23	36	828	11
195	St. George				0.1
196	St. Johnsbury	31	46	1,426	9
197	Salisbury				0.6
198	Sandgate				0.1
199	Searsburg				0.1
200	Shaftsbury				2
201	Sharon				0.5
202	Sheffield				0.3
203	Shelburne	8	14	112	2
204	Sheldon	4	2	8	1
205	*Sherburne	6		6	0.3
206	*Shoreham		5	5	0.8
207	Shrewsbury				0.4
208	Somerset				0.1
209	South Burlington				7
210	*South Hero	5	2	10	0.6
211	Springfield	40	86	3,440	10
212	Stamford	3	6	18	0.6
213	Stannard				0.1
214	Starksboro				0.5
215	Stockbridge	1	1	1	0.4
216	Stockbridge (Belcher)				
217	Stowe	7	11	77	2
218	Strafford	10	3	30	0.5
219	Stratton				0.1
220	Sudbury				0.2
221	Sunderla				0.6
222	*Sutton	2	1	2	0.5
223	Swanton	8	10	80	4
224	Thetford				
225	*Thetford (North)	3	3	9	1
226	Thetford (Post Mills)				

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
227	Tinmouth				0.2
228	Topsham				0.6
229	Townshend	3	4	12	0.6
230	Townshend (West)	1	1	1	
231	Troy				2
232	Troy (North)	6	9	54	
233	Tunbridge				0.7
234	Underhill (Center)	3	3	9	0.7
235	Underhill Flats (Jericho)	3	5	15	
236	Vergennes	20	28	560	2
237	Vernon	6	4	24	0.9
238	Vershire				0.2
239	Victory				0.1
240	Waitsfield	4	4	16	0.7
241	Walden				0.4
242	Wallingford	11	8	88	1
243	Waltham				0.2
244	*Wardsboro	3		3	0.3
245	Warren	1	1	1	0.5
246	Washington	4	6	24	0.6
247	Waterbury	12	22	264	4
248	Waterbury Center	4	6	24	
249	Waterford	3	1	3	0.5
250	Waterville				0.3
251	Weathersfield	10	8	80	
252	Weathersfield (Perkinsville)	2	1	2	1
253	Wells				0.4
254	West Fairlee	2	3	6	0.3
255	Westfield				0.3
256	Westford				0.7
257	West Haven				0.2
258	Westminster	7	4	28	2
259					
260	Westmore				0.2
261	Weston	12	2	24	0.4
262	West Rutland	8	14	112	2
263	West Windsor				0.5
264	Weybridge				0.4
265	Wheelock				0.2
266	Whiting				0.3
267	Whitingham	7	5	35	0.8
268	Williamstown	10	5	50	2
269	Williston	5	22	110	1
270	Wilmington	13	9	117	1
271	Windham				0.1
272	Windsor	26	15	390	4
273	Winhall	4	2	8	0.2

Library Number	City or Town	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)
274	Winooski	3		3	7
275	Wolcott				0.6
276	Woodbury				0.3
277	Woodford				0.2
278	Woodstock	47	31	1,457	3
279	Worcester				0.4
	Total	1,460	1,986	52,511	382.9

Part 2: College and University Libraries

College/University				Community
Bennington	51	27	1,377	Bennington
Castleton	20	5	100	Castleton
Goddard	27	20	540	Plainfield
Green Mountain	22	18	396	Poultney
Lyndon	15	7	105	Lyndon
Johnson	17	12	204	Johnson
Marlboro	22	1	22	Marlboro
Middlebury	164	72	13,392	Middlebury
Norwich	83	25	2,075	Northfield
St. Michaels	57	22	1,254	Winooski
St. Joseph	16	3	48	Rutland
Trinity	35	12	420	Burlington
University of Vermont	387	111	42,957	Burlington
Vermont College	17	8	136	Montpelier
Vermont Tech	6	4	24	Randolph Ctr.
Windham	26	3	78	Putney
Total	965	350	63,128	

Part 3: Special Libraries

Free Public Library Service Montpelier Brattleboro Rutland St. Albans St. Johnsbury	244	574	140,056
Vermont State Library	191	4	764
Vermont Historical Society	82	(does not circulate)	82
National Life Insurance Co.	14	10	140
Total	531	588	141,042
GRAND TOTAL	2,956	2,924	256,681

APPENDIX B

LIBRARIES SELECTED FOR INTERVIEWS

Name of Library	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)	Interviewer
Principal Public and College Libraries					
University of Vermont	387	111	42,957		WC
Middlebury College	164	72	13,392		WC
Rutland City	64	147	9,4[illegible]	20	JP
Brattleboro	70	120	8,4[illegible]	12	JP
Bellows Falls (Rockingham)	46	95	4,3[illegible]	6	JP
Burlington	46	93	4,278	36	WC
Springfield	40	86	3,440	10	JP
Norwich University	83	25	2,075		CH
Bennington	31	66	2,046	13	JP
Barre City	60	33	1,980	10	CH
Woodstock	47	31	1,457	3	JP
St. Johnsbury	31	46	1,426	9	RW
Bennington College	51	27	1,377		JP
St. Michaels College	57	22	1,254		WC
St. Albans	23	36	828	11	RW
Brandon	26	30	780	3	RW
Vergennes	20	28	560	2	WC
Goddard College	27	20	540		CH
Proctor	21	25	525	2	RW
Arlington	14	33	502	2	JP
Lyndon	19	26	494	3	RW
Manchester	31	15	465	2	JP
Essex Junction	10	45	450	7	CH
Randolph	16	28	448	3	RW
Trinity College	35	12	420		CH
Green Mountain College	22	18	396		JP
Windsor	26	15	390	4	JP
Derby Line	15	23	345	3	RW
Middlebury Town	15	21	315	5	RW
Waterbury	12	22	264	4	CH
Newport City	9	26	234	5	RW
Northfield	17	12	224	2	CH

APPENDIX B (Continued)

Name of Library	(1) Book Collection (000)	(2) Annual Circulation (000)	(3) User Index (1 x 2) (000)	(4) Population (000)	Interviewer
Free Public Library Service and Regional Offices					
Brattleboro					JP
Rutland					RW
St. Albans	244	574	140,056		RW
St. Johnsbury					RW
All Montpelier Libraries					
Montpelier - Kellogg/Hubbard	37	91	3,361	9	CH
Vermont State Library	191	4	764		CH
National Life Insurance Co.	14	10	140		CH
Vermont College	17	8	136		CH
Vermont Historical Society	82	(does not circulate)	82		CH
Representative Small Libraries in Each Region					
Hartford	4	3	12	6	JP
Wilmington	13	9	117	1	JP
Castleton	6	10	60	2	JP
Milton	4	8	32	2	RW
Barton	9	5	45	3	RW
Total	2,156 of 2,956	2,131 of 2,924	250,945 of 256,681	200 of 382	
	or 73%	or 73%	or 98%	or 52%	

APPENDIX C

LIBRARY SERVICE QUESTIONNAIRE AND INTERVIEW QUESTIONS

VERMONT FREE PUBLIC LIBRARY SERVICE QUESTIONNAIRE

Arthur D. Little, Inc., of Cambridge, Mass., has been retained by the Vermont Free Public Library System to conduct a study on Inter-library Cooperation under Title III of the U. S. Library Services and Construction Act of 1966. As a part of this study, approximately 40 libraries in the State will be interviewed during the next two weeks. In order to obtain a broad and representative coverage of Vermont libraries, and to allow our interviewers to concentrate on gaining a clear understanding of your views and suggestions, we are sending this preliminary questionnaire for your consideration in advance of the date when the interviewer is scheduled to visit your library.

We hope this procedure will allow you sufficient time to gather basic information requested, in advance of interview. By this means we hope to conserve what we know to be the very limited amount of spare time available to librarians, so that during the interview itself we can concentrate on recording in depth your views on what is right and wrong with library service in Vermont today.

INTRODUCTION

1. Name of library _____

2. Address _____

3. Telephone number _____ Zip Code _____

4. Name of librarian _____

5. Schedule of days and hours when library is open:

6. List major areas of specialization covered in your collection (e.g., law, business, general public library, etc.):

GENERAL INFORMATION

In order to project current trends and to anticipate future library needs in Vermont, we need to develop, to the degree possible, a reliable base of routine information to describe the size and nature of your library's service.

The table on this page requests certain information about your library for the period 1960 - 1966 inclusive. Please supply, as far as possible, data on each category for each year.

Data for each year for the period ending [ ] June 30th; [ ] December 31st; other_____

INFORMATION CATEGORY	1960	1961	1962	1963	1964	1965	1966
(1) Number of volumes in collection							
(2) Annual circulation							
(3) Book budget	$	$	$	$	$	$	$
(4) Proportion of circulation (if any) from Free Public Library Service	%	%	%	%	%	%	%
(5) Number of inter-library loans:							
A. Borrowed from other libraries							
B. Loaned to other libraries							

INTER-LIBRARY LOANS

1. When you decide to request a title on inter-library loan, how do you determine where the title can be found?

2. Once you have located the requested title, how do you determine if the book can be borrowed (or does not circulate)?

3. If a book is in use and therefore not available, how are you notified of this fact?

4. On the average, how much time does it take for your library to receive a book, from the time you request it on inter-library loan?

   [ ] less than a day
   [ ] one day
   [ ] two days
   [ ] three days
   [ ] 4 - 5 days
   [ ] 6 - 7 days
   [ ] more than one week

5. How frequently are you successful in locating a requested book at your Regional library? (i.e., Brattleboro, Montpelier, Rutland, St. Albans, or St. Johnsbury)

   [ ] 75 - 99% of the time
   [ ] 50 - 74% of the time
   [ ] 25 - 49% of the time
   [ ] 10 - 24% of the time
   [ ] less than 10% of the time

6. When requesting an inter-library loan, do you use the four-part ALA Inter-library Loan Request form?

   [ ] yes
   [ ] no
   [ ] some of the time. If this answer is checked, indicate the circumstances under which ALA form is used:

7. You have already indicated in the table of General Information the number of inter-library loan titles which your library has borrowed in recent years. Based on your most recent record-keeping year, what percentage of your requests for inter-library loan resulted in the borrowing of a book which you had formally requested?

About

[ ] 10%	[ ] 60%
[ ] 20%	[ ] 70%
[ ] 30%	[ ] 80%
[ ] 40%	[ ] 90%
[ ] 50%	[ ] 100%

8. Naturally, not all reader requests which can not be met from your own collection result in the placement of an inter-library loan request. Based on your most recent record-keeping year, what percentage of reader inquiries would you say were translated into a formal request for an inter-library loan?

About

[ ] 10%	[ ] 60%
[ ] 20%	[ ] 70%
[ ] 30%	[ ] 80%
[ ] 40%	[ ] 90%
[ ] 50%	[ ] 100%

9. How frequently do you receive requests for inter-library loan from other libraries (base your answer on your most recent record-keeping year)?

[ ] 0-10 requests a year	[ ] 51-100 requests a year
[ ] 11-20 requests a year	[ ] 101-200 requests a year
[ ] 21-30 requests a year	[ ] 201-300 requests a year
[ ] 31-40 requests a year	[ ] 301-400 requests a year
[ ] 41-50 requests a year	[ ] more than 400 requests

Actual number of requests received in past year _____ (if available).

10. Of these requests for inter-library loan, what percentage are you able to respond to by sending out the desired book?

About

[ ] 10%	[ ] 60%
[ ] 20%	[ ] 70%
[ ] 30%	[ ] 80%
[ ] 40%	[ ] 90%
[ ] 50%	[ ] 100%

11. How do you think the requesting library determines that you have the desired book in your collection?

12. Are the current inter-library loan procedures satisfactory for your library needs?

[ ] yes

[ ] no

What changes or improvements would you suggest?

BOOK PROCESSING

1. What is your current procedure for ordering and processing books?

   A. Ordering:

   B. Processing:

2. Is a jobber used?

   [ ] yes
   [ ] no
   [ ] occasionally

3. How long does it take, on the average, from the time your order is placed until the book is received?

   [ ] one week
   [ ] two weeks
   [ ] three weeks
   [ ] four weeks
   [ ] five weeks
   [ ] six weeks
   [ ] more than six weeks

4. What discounts do you generally receive: _____

5. What classification system does your library use: _____

   _____

6. Would it be helpful to have a centralized book processing service available in Vermont?

   [ ] no
   [ ] yes

7. Why and in what way do you feel such a centralized book processing center would or would not be helpful?

8. What, in your estimation, are your current costs per volume for book processing?

About
[ ] 20¢ [ ] $1.00
[ ] 40¢ [ ] $1.20
[ ] 60¢ [ ] $1.40
[ ] 80¢ [ ] more than $1.40

9. If a centralized book ordering and processing center were available to serve Vermont libraries, and if a charge had to be made, what is the average cost per volume which you could afford to pay for processing (assuming delivery as fast or faster than you now obtain)?

About
[ ] 20¢ [ ] $1.00
[ ] 40¢ [ ] $1.20
[ ] 60¢ [ ] $1.40
[ ] 80¢ [ ] more than $1.40

10. If your answer to Question 9 is not the same as the figure checked in Question 8, indicate the reason (s) for this difference.

11. Do you regularly contribute to the Union Catalog in Montpelier information concerning your accessions and withdrawals?

[ ] yes
[ ] no
[ ] other

If "other" checked, please explain: _____

_____

COMMUNICATIONS

1. Is mail service adequate?

[ ] yes
[ ] no
[ ] variable

In what ways should mail service be improved or changed:

2. Is material which is mailed "book rate" enjoying timely delivery?

[ ] yes
[ ] no
[ ] variable

Is material which is mailed as "library materials" handled any differently?

[ ] faster
[ ] slower
[ ] no difference

If a difference is noted, what do you think accounts for it?

3. How long, on the average, does it take a book mailed from Montpelier to reach you?

[ ] one day
[ ] two days
[ ] three days
[ ] four days
[ ] more than four days

4. Is your community served by Vermont Transit?

[ ] yes
[ ] no

5. If your answer to Question 4 was yes, how many blocks is it from your library to the bus depot?

[ ] one block
[ ] 2 - 3 blocks
[ ] 4 - 5 blocks
[ ] 6 - 10 blocks
[ ] more than 10 blocks

6. Do you, or a member of your staff, have typing skills?

[ ] none
[ ] fair skills
[ ] average skills
[ ] above average skills

7. Does your library have a Teletype machine?

[ ] yes
[ ] no

8. If your answer to Question 7 was yes, Teletype number is:_____

9. If your answer to Question 7 was no, is there a hotel, motel, or other business firm in your community which has a Teletype?

[ ] yes
[ ] no

If "yes," Teletype is located at: _____,

How far is this from your library:_____ (blocks)

COMMENTS

1. What are the most important library needs which you anticipate emerging within the next five years?

2. Do you have any other comments you would care to make regarding this study?

(If further space is desired, use the reverse side of this sheet.)

THANK YOU FOR YOUR COOPERATION

Please keep this completed questionnaire for use on the day when our interviewer is scheduled to call. The interviewer will want to discuss some of your answers with you in greater detail.

SCHEDULE OF INTERVIEW QUESTIONS

1. Is the existing inter-library loan so cumbersome as to create an impediment to its use in all but urgent situations?

2. If a request to F.P.L.S. for the location of a book is returned "not available," what does the librarian then do?

3. What types of readers are served by this library?

4. Type-cast this library:

   High budget - Low budget
   College - Community
   Based on books - Based on a building

5. Do requests for inter-library loans create inconveniences? If so, because of

   a) volume
   b) lack of mail facilities

APPENDIX D

STATISTICAL SUMMARY OF QUESTIONNAIRE RESPONSES

Information Category	1960	1961	1962	1963	1964	1965	1966
COLLEGES/UNIVERSITIES							
Number of Volumes in Collection	459,400	490,414	579,036	645,449	692,281	742,673	818,944
Number Reporting	(7 of 9)	(7 of 9)	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)
Annual Circulation	105,330	115,761	123,515	237,372	257,686	267,457	302,329
Number Reporting	(5 of 9)	(6 of 9)	(7 of 9)	(8 of 9)	(9 of 9)	(9 of 9)	(8 of 9)
Book Budget	$131,492	$135,488	$149,585	$194,184	$239,684	$287,291	$381,969
Number Reporting	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)	(8 of 9)
Proportion of Circulation (if any) from FPLS	--	--	--	--	.17	.17	.17
Number Reporting	(0 of 9)	(0 of 9)	(0 of 9)	(0 of 9)	(1 of 9)	(1 of 9)	(1 of 9)
Number of ILL Borrowed	1,258	1,386	936	1,135	2,098	2,779	2,957
Number Reporting	(5 of 9)	(4 of 9)	(6 of 9)	(7 of 9)	(8 of 9)	(9 of 9)	(7 of 9)
Number of ILL Loaned	315	421	757	812	1,088	1,859	2,094
Number Reporting	(4 of 9)	(4 of 9)	(5 of 9)	(7 of 9)	(8 of 9)	(8 of 9)	(7 of 9)
SPECIAL LIBRARIES							
Number of Volumes in Collection	257,036	260,360	264,119	267,320	270,652	273,816	291,622
Number Reporting	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(3 of 3)
Annual Circulation	3,526	3,018	3,691	3,743	3,585	3,542	13,850
Number Reporting (1 is non-circulating)	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(2 of 3)
Book Budget	$ 32,865	$ 34,272	$ 37,997	$ 36,944	$ 41,411	$ 42,303	$ 47,760
Number Reporting	(3 of 3)	(3 of 3)	(3 of 3)	(3 of 3)	(3 of 3)	(3 of 3)	(3 of 3)
Proportion of Circulation (if any) from FPLS	.005	.005	.005	.005	.005	.005	.055
Number Reporting	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(1 of 3)	(2 of 3)
Number of ILL Borrowed	81	65	62	76	80	65	1,388
Number Reporting	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(3 of 3)
Number of ILL Loaned	330	330	361	359	368	376	409
Number Reporting	(1 of 3)	(1 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(2 of 3)	(3 of 3)

74/75

APPENDIX D (Continued)

Information Category	1960	1961	1962	1963	1964	1965	1966
REGIONAL LIBRARIES							
Number of Volumes in Collection	297,106	123,093	333,346	345,720	360,177	382,366	432,137
Number Reporting	(4 of 5)	(3 of 5)	(4 of 5)	(4 of 5)	(4 of 5)	(4 of 5)	(5 of 5)
Annual Circulation	286,027	343,077	303,990	433,781	336,368	363,345	347,510
Number Reporting	(4 of 5)	(4 of 5)	(4 of 5)	(4 of 5)	(4 of 5)	(4 of 5)	(4 of 5)
Book Budget	$ 7,189	$ 5,660	$ 19,542	$ 19,362	$ 39,524	$ 52,624	$ 32,080
Number Reporting	(2 of 5)	(1 of 5)	(2 of 5)	(2 of 5)	(4 of 5)	(5 of 5)	(4 of 5)
Proportion of Circulation (if any) from FPLS	Does Not Apply						
Number of ILL Borrowed	2,205	2,428	2,518	2,978	3,220	3,538	4,838
Number Reporting	(2 of 5)	(2 of 5)	(2 of 5)	(3 of 5)	(3 of 5)	(3 of 5)	(4 of 5)
Number of ILL Loaned	5,125	34,671	35,853	52,779	55,369	59,351	57,749
Number Reporting	(2 of 5)	(2 of 5)	(2 of 5)	(2 of 5)	(2 of 5)	(2 of 5)	(2 of 5)
LARGE TOWN LIBRARIES							
Number of Volumes in Collection	422,854	361,271	341,441	341,846	384,658	373,097	472,918
Number Reporting	(9 of 10)	(8 of 10)	(7 of 10)	(8 of 10)	(8 of 10)	(8 of 10)	(10 of 10)
Annual Circulation	800,135	792,888	789,066	791,668	795,247	794,409	778,640
Number Reporting	(10 of 10)	(10 of 10)	(9 of 10)	(9 of 10)	(9 of 10)	(9 of 10)	(9 of 10)
Book Budget	$ 29,053	$ 32,891	$ 27,007	$ 35,963	$ 41,572	$ 37,005	$ 45,870
Number Reporting	(7 of 10)	(8 of 10)	(8 of 10)	(9 of 10)	(10 of 10)	(8 of 10)	(9 of 10)
Proportion of Circulation (if any) from FPLS	4.6	4.6	4.5	4.5	4.8	1	1
Number Reporting	(2 of 10)	(2 of 10)	(2 of 10)	(2 of 10)	(2 of 10)	(1 of 10)	(1 of 10)
Number of ILL Borrowed	229	456	527	497	562	1,206	1,363
Number Reporting	(6 of 10)	(6 of 10)	(8 of 10)	(7 of 10)	(7 of 10)	(7 of 10)	(9 of 10)
Number of ILL Loaned	230	182	267	216	265	598	964
Number Reporting	(7 of 10)	(6 of 10)	(7 of 10)	(6 of 10)	(6 of 10)	(6 of 10)	(9 of 10)

APPENDIX D (Continued)

Information Category	1960	1961	1962	1963	1964	1965	1966
MEDIUM TOWN LIBRARIES							
Number of Volumes in Collection	107,908	118,814	146,792	151,779	146,752	183,075	229,935
Number Reporting	(6 of 15)	(6 of 15)	(8 of 15)	(8 of 15)	(8 of 15)	(10 of 15)	(13 of 15)
Annual Circulation	263,012	296,791	366,398	383,022	398,325	408,161	406,058
Number Reporting	(11 of 15)	(11 of 15)	(14 of 15)	(15 of 15)	(15 of 15)	(15 of 15)	(15 of 15)
Book Budget	$ 8,733	$ 10,786	$ 10,477	$ 12,011	$ 14,038	$ 13,764	$ 18,775
Number Reporting	(8 of 15)	(10 of 15)	(9 of 15)	(10 of 15)	(11 of 15)	(11 of 15)	(15 of 15)
Proportion of Circulation (if any) from FPLS	5.5	8.5	10.5	12.2	12.3	12.	63.7
Number Reporting	(2 of 15)	(3 of 15)	(3 of 15)	(3 of 15)	(3 of 15)	(3 of 15)	(11 of 15)
Number of ILL Borrowed	20	998	1,034	1,143	1,176	2,518	2,893
Number Reporting	(1 of 15)	(2 of 15)	(2 of 15)	(3 of 15)	(3 of 15)	(6 of 15)	(11 of 15)
Number of ILL Loaned	6	27	22	33	34	114	142
Number Reporting	(1 of 15)	(2 of 15)	(2 of 15)	(2 of 15)	(2 of 15)	(5 of 15)	(6 of 15)
SMALL TOWN LIBRARIES							
Number of Volumes in Collection	--	--	--	4,000	4,100	18,748	39,832
Number Reporting	(0 of 5)	(0 of 5)	(0 of 5)	(1 of 5)	(1 of 5)	(3 of 5)	(5 of 5)
Annual Circulation	7,862	7,847	7,460	7,135	7,288	22,392	24,439
Number Reporting	(1 of 5)	(1 of 5)	(1 of 5)	(1 of 5)	(1 of 5)	(3 of 5)	(3 of 5)
Book Budget	$ 1,170	$ 1,315	$ 1,215	$ 1,811	$ 2,503	$ 2,557	$ 3,210
Number Reporting	(3 of 5)	(3 of 5)	(3 of 5)	(4 of 5)	(4 of 5)	(5 of 5)	(5 of 5)
Proportion of Circulation (if any) from FPLS	--	--	--	--	--	7.	71.
Number Reporting	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(1 of 5)	(3 of 5)
Number of ILL Borrowed	--	--	--	--	--	1,650	3,091
Number Reporting	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(2 of 5)	(4 of 5)
Number of ILL Loaned	--	--	--	--	--	--	44
Number Reporting	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(0 of 5)	(2 of 5)

APPENDIX D (Continued)

Information Category	1960	1961	1962	1963	1964	1965	1966
				TOTALS			
Number of Volumes in Collection	1,544,304	1,653,952	1,664,734	1,756,114	1,858,520	1,972,775	2,285,388
Number Reporting	(28 of 47)	(26 of 47)	(29 of 47)	(31 of 47)	(31 of 47)	(35 of 47)	(44 of 47)
Annual Circulation	1,465,892	1,559,382	1,564,220	1,856,717	1,798,497	1,859,306	1,872,826
Number Reporting	(31 of 47)	(32 of 47)	(35 of 47)	(37 of 47)	(38 of 47)	(40 of 47)	(40 of 47)
Book Budget	$ 210,502	$ 220,412	$ 245,823	$ 300,275	$ 378,732	$ 435,544	$ 529,664
Number Reporting	(29 of 47)	(33 of 47)	(33 of 47)	(36 of 47)	(40 of 47)	(40 of 47)	(44 of 47)
Proportion of Circulation (if any) from FPLS	10.105	13.105	15.005	16.705	17.275	13.175	64.925
Number Reporting	(5 of 47)	(6 of 47)	(6 of 47)	(6 of 47)	(7 of 47)	(7 of 47)	(18 of 47)
Number of ILL Borrowed	3,793	5,333	5,077	5,829	7,136	11,756	16,530
Number Reporting	(16 of 47)	(16 of 47)	(20 of 47)	(22 of 47)	(20 of 47)	(29 of 47)	(38 of 47)
Number of ILL Loaned (WITH REGIONALS)	6,006	36,464	38,160	55,139	58,124	63,288	62,502
Number Reporting	(15 of 47)	(15 of 47)	(18 of 47)	(19 of 47)	(20 of 47)	(24 of 47)	(29 of 47)
(EXCLUDING REGIONALS)	881	960	1,407	1,420	1,755	2,847	3,653
Number Reporting	(13 of 47)	(13 of 47)	(16 of 47)	(17 of 47)	(18 of 47)	(22 of 47)	(27 of 47)

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